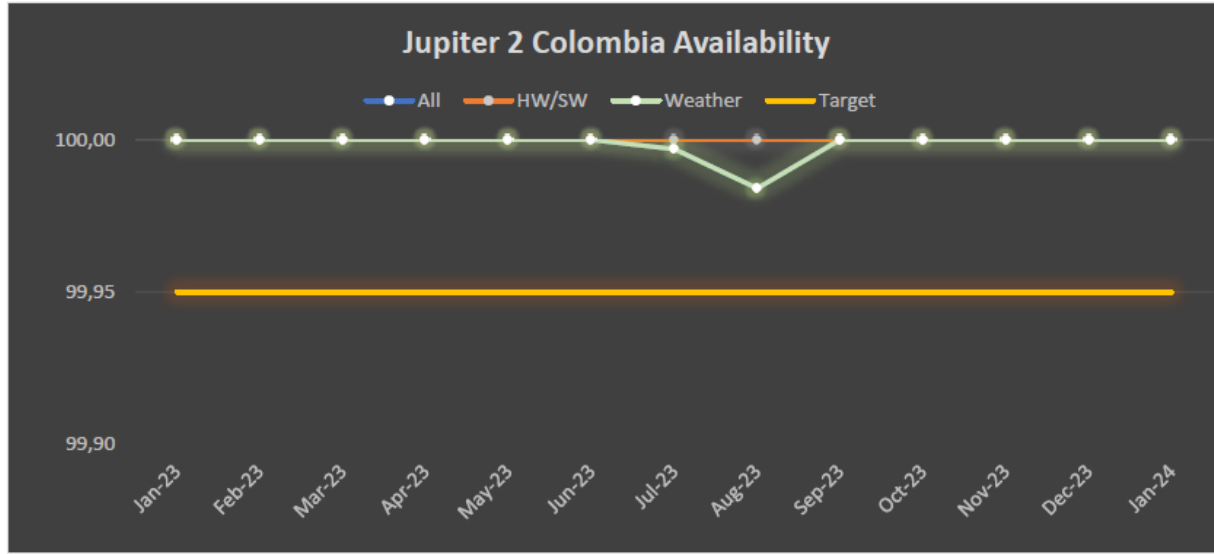


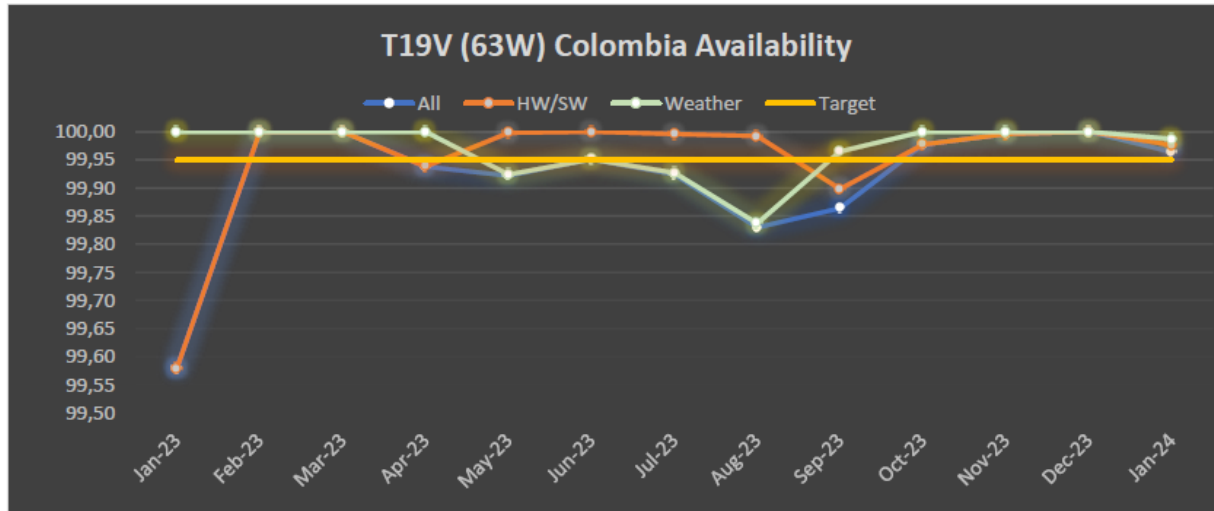


Disponibilidad del Satélite 2024

J2 Colombia and T19V (63W) Colombia Availability (enero)



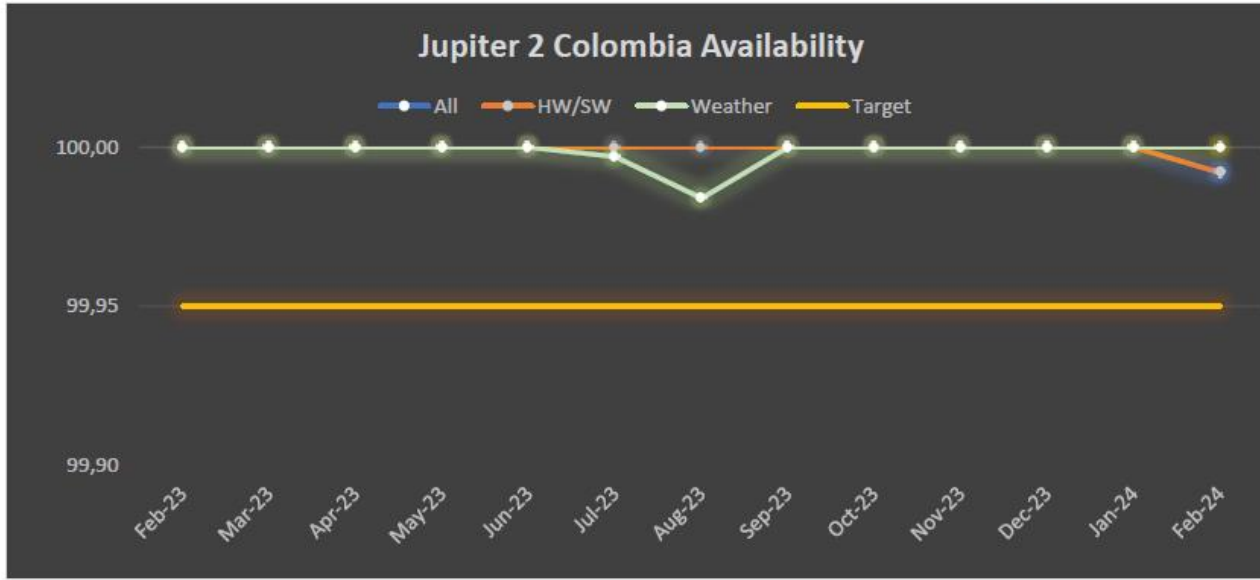
Beam	Location	All	HW/SW	Weather
38-BIL	Billings, MT	100.000	100.000	100.000
121-SEA	Seattle, WA	100.000	100.000	100.000
115-STC	Santa Clara, CA	100.000	100.000	100.000



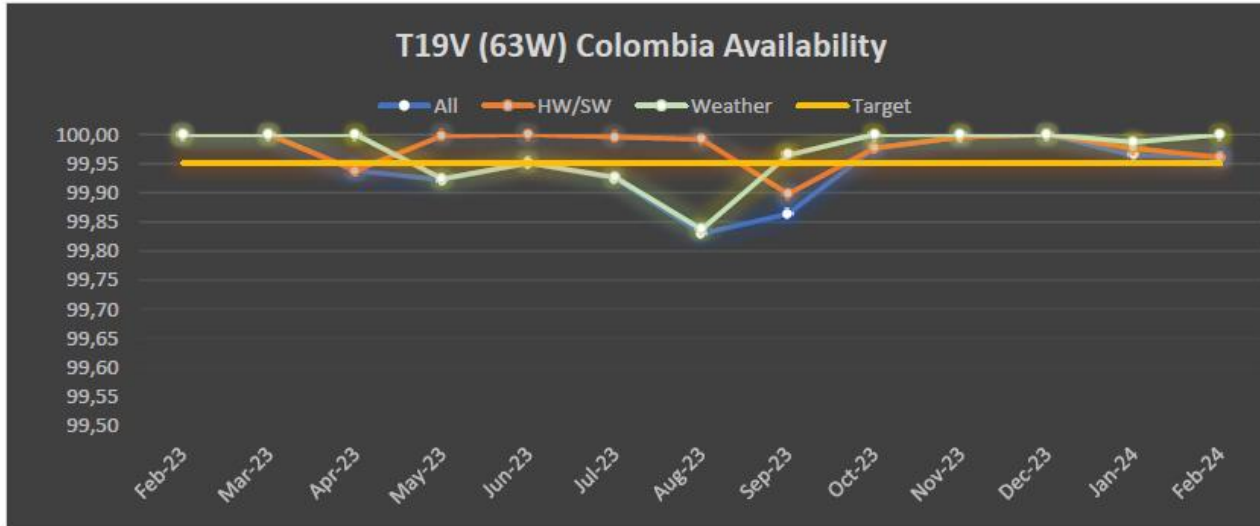
GW	Location	All	HW/SW	Weather
3-NOR	North Platte, NE	100.000	100.000	100.000
4-ALB	Albuquerque, NM	99.927	99.927	100.000
5-RIV	Riverside, CA	99.918	100.000	99.918

- **January 19:** The Network Management Center (NMC) responded to a Customer Service escalation that some Skynet and CMC terminals were experiencing intermittent connectivity. Escalated to Consumer Network Engineering; however, the issue cleared without HNS intervention. 230 minutes for 1129 sites (ALB).

J2 Colombia and T19V (63W) Colombia Availability (febrero)



Beam	Location	All	HW/SW	Weather
38-BIL	Billings, MT	100.000	100.000	100.000
121-SEA	Seattle, WA	100.000	100.000	100.000
115-STC	Santa Clara, CA	99.979	99.979	100.000



GW	Location	All	HW/SW	Weather
3-NOR	North Platte, NE	100.000	100.000	100.000
4-ALB	Albuquerque, NM	99.889	99.889	100.000
5-RIV	Riverside, CA	100.000	100.000	100.000

- **February 22:** The Network Management Center (NMC) responded to a customer escalation reporting some terminals were experiencing connectivity issues. Engaged Consumer Network Engineering who identified burst timeouts on one of the Inroute Group Managers resulting in impact to the corresponding Inroute Demodulation Component; however, the issue cleared without HNS intervention. 312 minutes for 1265 sites (ALB).

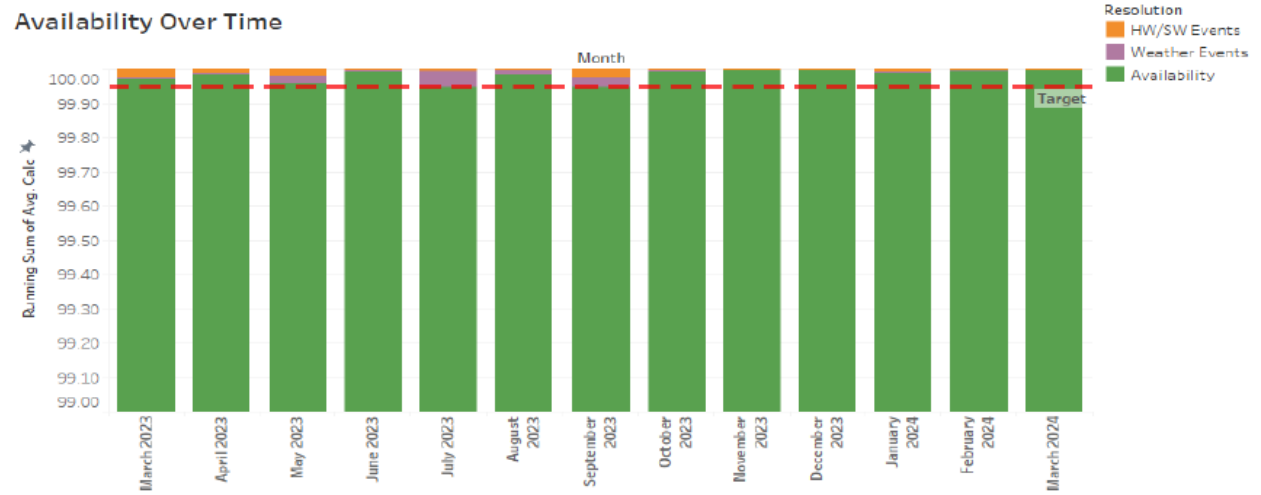
Availability by Transport – Jupiter 2 (marzo)

Jupiter 2 Availability - March 2024

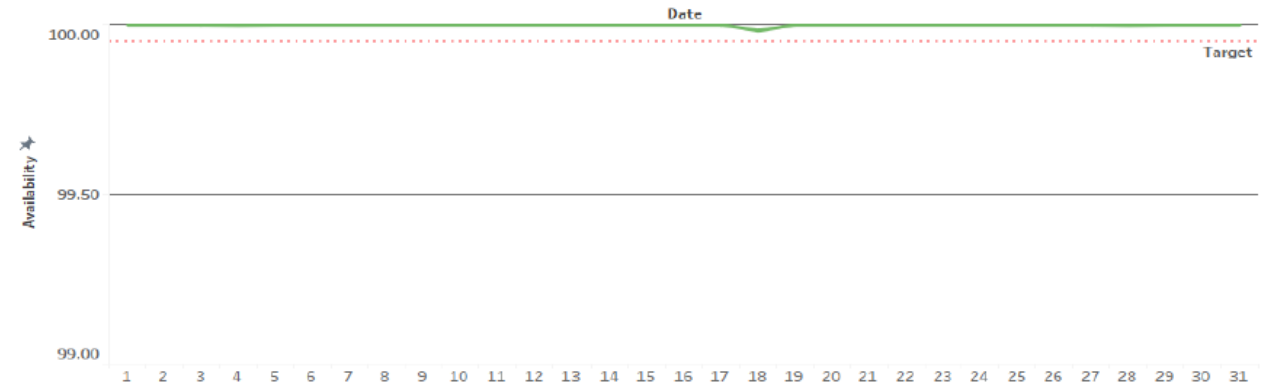
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	26,078	100.00	0.00	0.00
2	AMA	Amarillo, TX	26,609	100.00	0.00	0.00
3	BIL	Billings, MT	24,704	100.00	0.00	0.00
4	BIS	Bismarck, ND	20,660	100.00	0.00	0.00
5	BOI	Boise, ID	22,992	100.00	0.00	0.00
6	CHY	Cheyenne, WY	26,816	100.00	0.00	0.00
7	DUL	Duluth, MN	27,244	99.99	0.01	0.00
8	GIL	Gilbert, AZ	31,886	100.00	0.00	0.00
9	ROS	Roseburg, OR	22,255	100.00	0.00	0.00
10	MIS	Missoula, MT	20,812	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	26,817	100.00	0.00	0.00
12	NOR	North Platte, NE	21,232	100.00	0.00	0.00
13	OMA	Omaha, NE	19,347	100.00	0.00	0.00
14	SDO	San Diego, CA	28,792	100.00	0.00	0.00
15	SEA	Seattle, WA	21,833	100.00	0.00	0.00
16	STC	Santa Clara, CA	25,485	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	23,378	100.00	0.00	0.00
20	CHA	Chihuahua, Mexico	8,144	100.00	0.00	0.00
21	HMA	Hermosillo, Mexico	8,280	100.00	0.00	0.00
22	MTA	Monterrey, Mexico	8,027	100.00	0.00	0.00
23	CHI	Chihuahua, Mexico	2,899	100.00	0.00	0.00
24	HMO	Hermosillo, Mexico	3,491	100.00	0.00	0.00
25	MTR	Monterrey, Mexico	3,524	100.00	0.00	0.00

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

# of Users	Availability	HW/SW Events	Weather Events
451,305	100.00	0.00	0.00

User Count is 5 Week Average

Excludes XCI

GWID 20 21 22=Mexico Consumer GWID 23 24 25=Telecom Vera

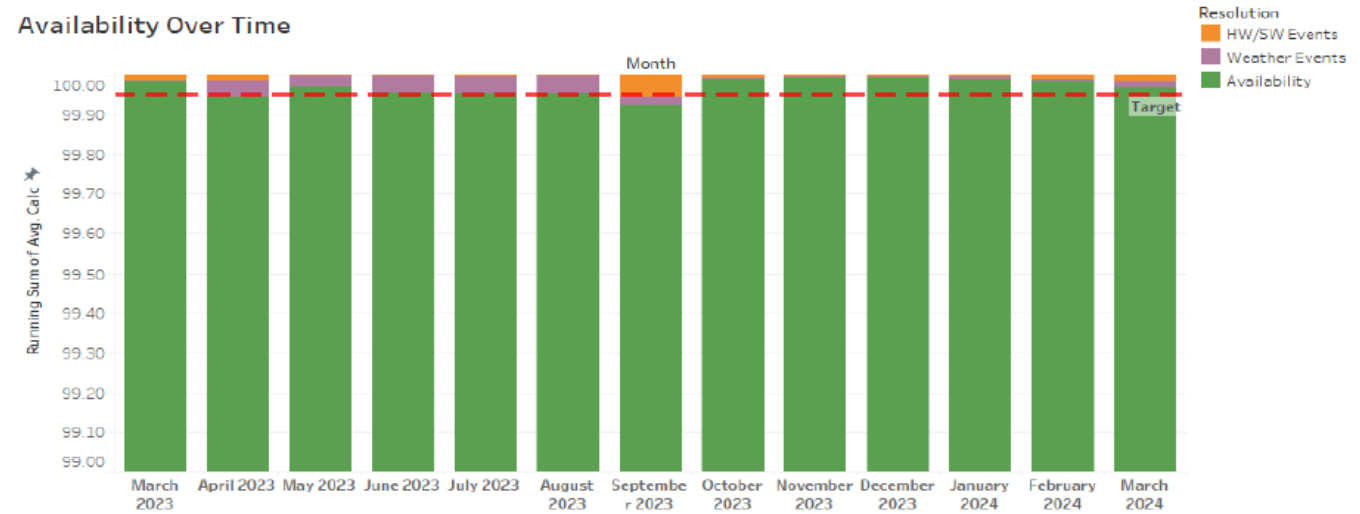
Availability by Transport – T19V (marzo)

T19V Availability - March 2024

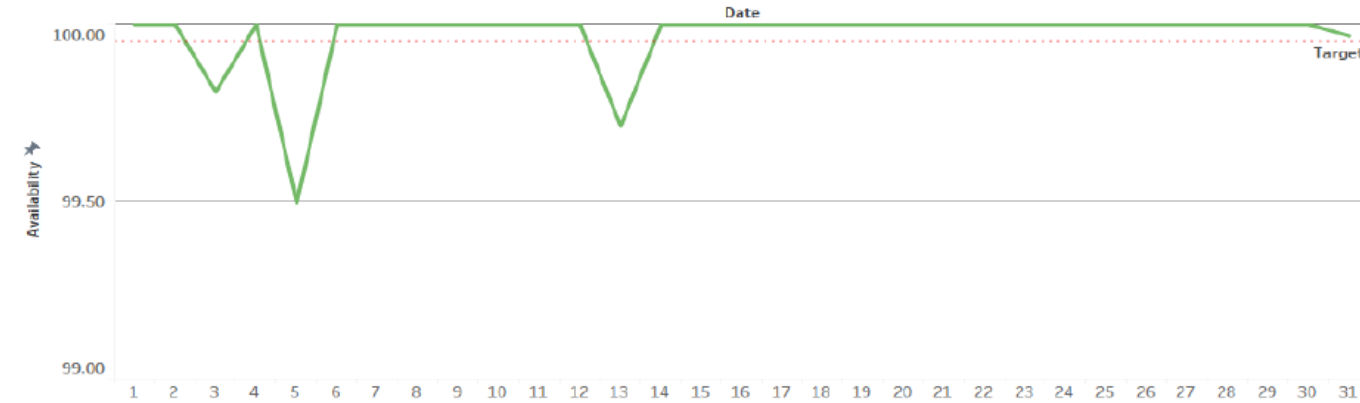
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,763	99.95	0.00	0.05
2	SPO	Spokane, WA	9,978	100.00	0.00	0.00
3	NOR	North Platte, NE	10,383	99.95	0.05	0.00
4	ALB	Albuquerque, NM	12,112	99.96	0.04	0.00
5	RIV	Riverside, CA	13,135	99.96	0.04	0.00
6	MON	Monee, IL	6,927	100.00	0.00	0.00
7	ARI	Arica, Chile	9,885	100.00	0.00	0.00
8	MTJ	Mount Jackson, VA	3,215	100.00	0.00	0.00

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform}) \times (\text{Total Possible Service Minutes per Sub})}$$

# of Users	Availability	HW/SW Events	Weather Events
96,398	99.98	0.01	0.01

User Count is 5 Week Average

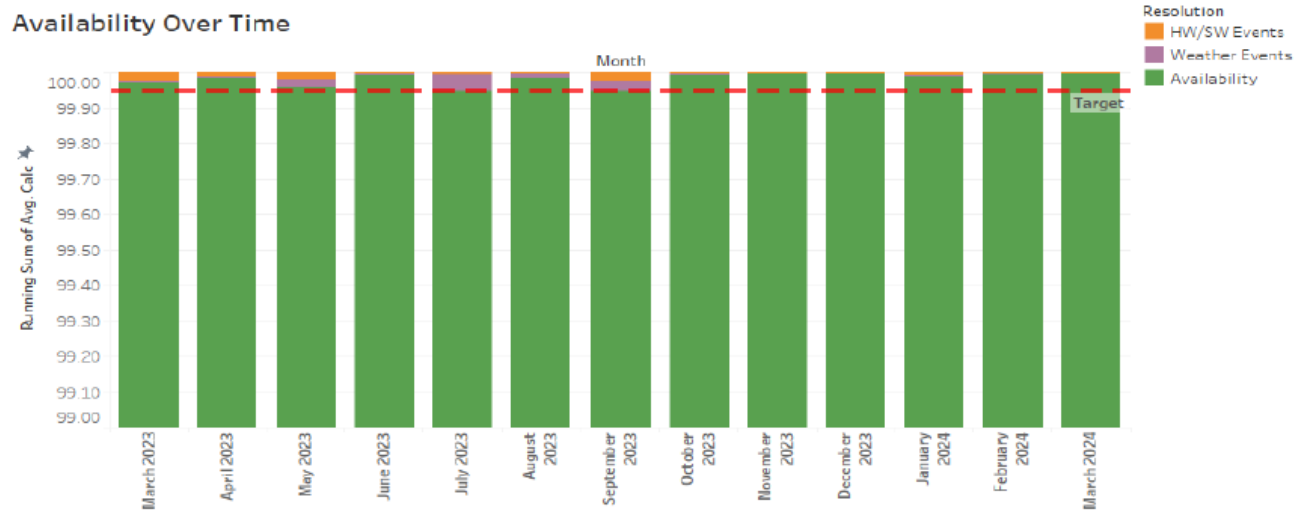
J2 Colombia Availability (Abril)

Jupiter 2 Availability - March 2024

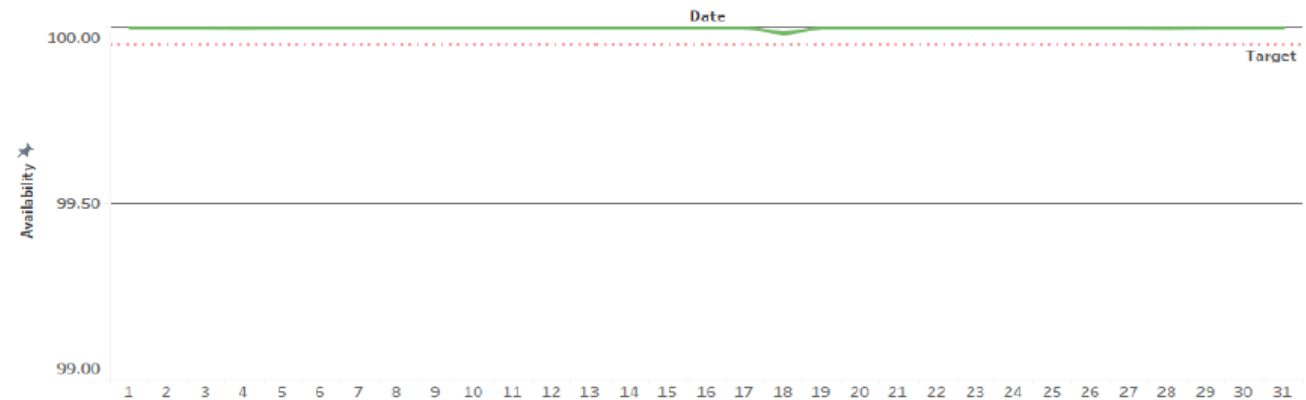
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	26,078	100.00	0.00	0.00
2	AMA	Amarillo, TX	26,609	100.00	0.00	0.00
3	BIL	Billings, MT	24,704	100.00	0.00	0.00
4	BIS	Bismarck, ND	20,660	100.00	0.00	0.00
5	BOI	Boise, ID	22,992	100.00	0.00	0.00
6	CHY	Cheyenne, WY	26,816	100.00	0.00	0.00
7	DUL	Duluth, MN	27,244	99.99	0.01	0.00
8	GIL	Gilbert, AZ	31,886	100.00	0.00	0.00
9	ROS	Roseburg, OR	22,255	100.00	0.00	0.00
10	MIS	Missoula, MT	20,812	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	26,817	100.00	0.00	0.00
12	NOR	North Platte, NE	21,232	100.00	0.00	0.00
13	OMA	Omaha, NE	19,347	100.00	0.00	0.00
14	SDO	San Diego, CA	28,792	100.00	0.00	0.00
15	SEA	Seattle, WA	21,833	100.00	0.00	0.00
16	STC	Santa Clara, CA	25,485	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	23,378	100.00	0.00	0.00
20	CHA	Chihuahua, Mexico	8,144	100.00	0.00	0.00
21	HMA	Hermosillo, Mexico	8,280	100.00	0.00	0.00
22	MTA	Monterrey, Mexico	8,027	100.00	0.00	0.00
23	CHI	Chihuahua, Mexico	2,899	100.00	0.00	0.00
24	HMO	Hermosillo, Mexico	3,491	100.00	0.00	0.00
25	MTR	Monterrey, Mexico	3,524	100.00	0.00	0.00

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform}) \times (\text{Total Possible Service Minutes per Sub})}$$

# of Users	Availability	HW/SW Events	Weather Events
451,305	100.00	0.00	0.00

User Count is 5 Week Average

Excludes XCI

GWID 20 21 22=Mexico Consumer GWID 23 24 25=Telcelom Vera

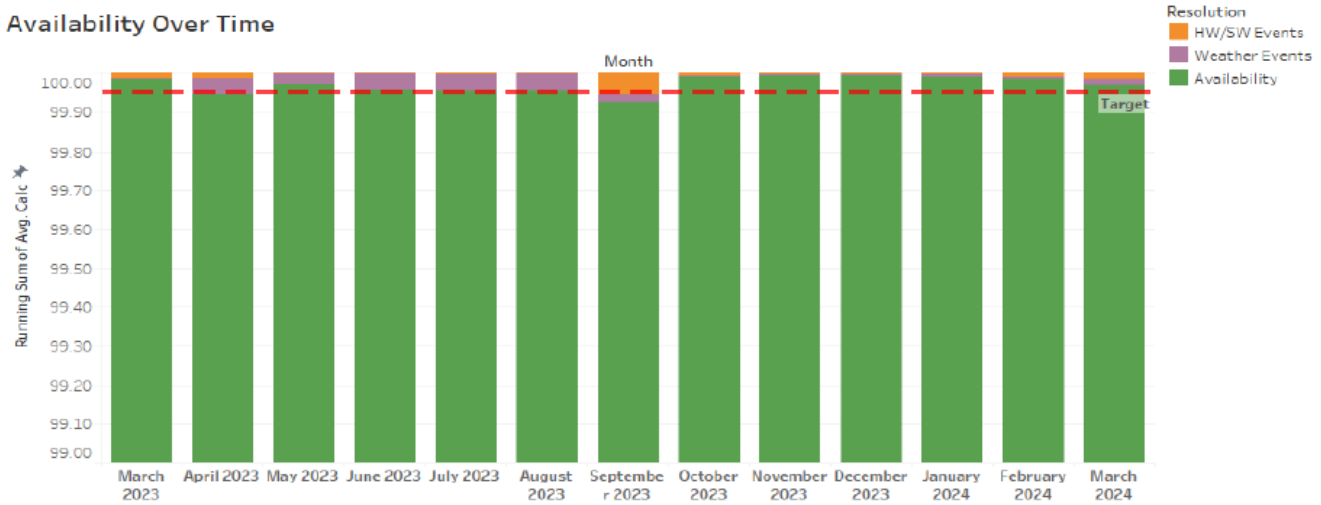
T19V (63W) Colombia Availability (Abril)

T19V Availability - March 2024

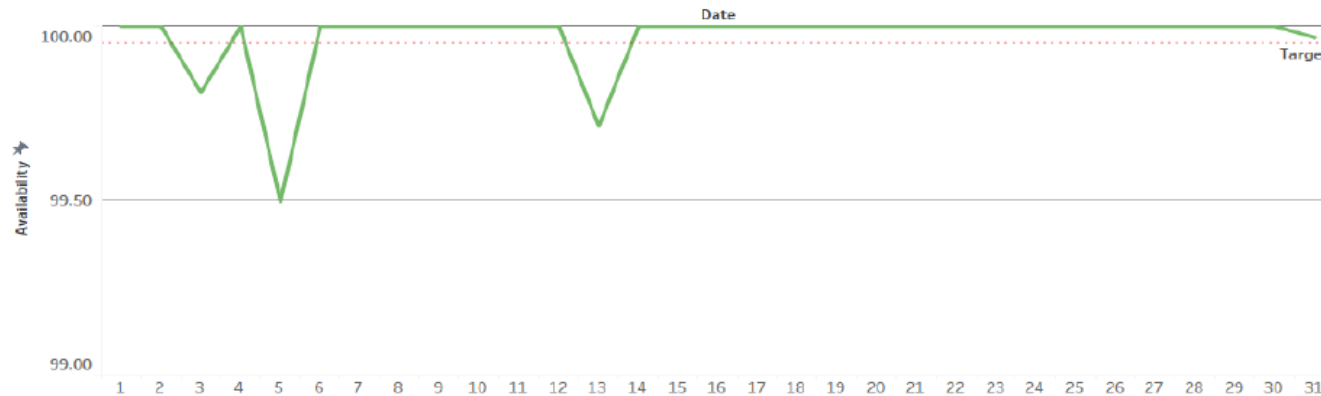
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,763	99.95	0.00	0.05
2	SPO	Spokane, WA	9,978	100.00	0.00	0.00
3	NOR	North Platte, NE	10,383	99.95	0.05	0.00
4	ALB	Albuquerque, NM	12,112	99.96	0.04	0.00
5	RIV	Riverside, CA	13,135	99.96	0.04	0.00
6	MON	Monee, IL	6,927	100.00	0.00	0.00
7	ARI	Arica, Chile	9,885	100.00	0.00	0.00
8	MTJ	Mount Jackson, VA	3,215	100.00	0.00	0.00

Availability Over Time



Daily Availability



Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

# of Users	Availability	HW/SW Events	Weather Events
96,398	99.98	0.01	0.01

Availability by Transport – Jupiter 2 (Mayo)

Jupiter 2 Availability - April 2024

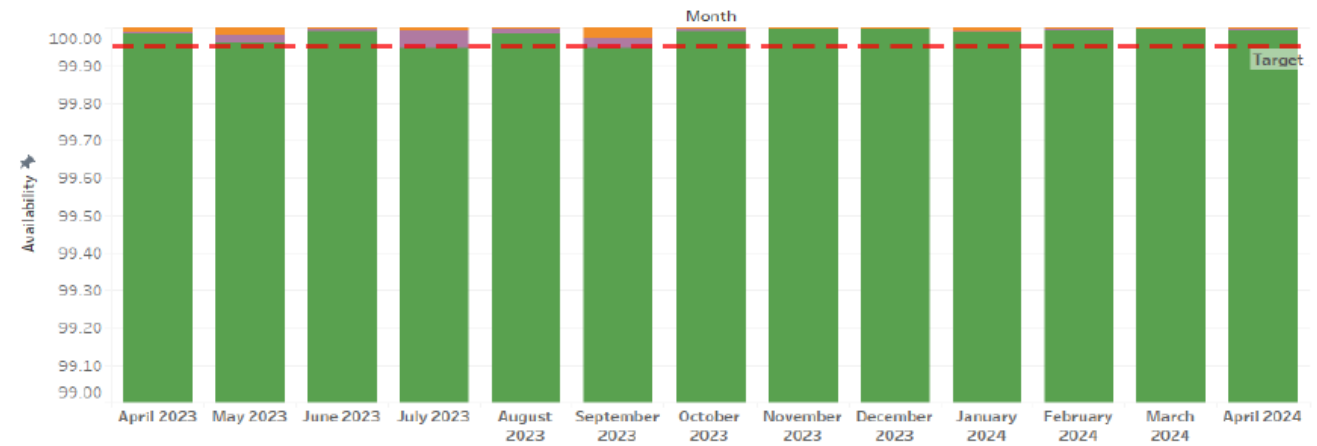
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	25,367	99.98	0.02	0.00
2	AMA	Amarillo, TX	25,696	100.00	0.00	0.00
3	BIL	Billings, MT	23,502	99.99	0.01	0.00
4	BIS	Bismarck, ND	19,917	100.00	0.00	0.00
5	BOI	Boise, ID	22,283	100.00	0.00	0.00
6	CHY	Cheyenne, WY	25,858	100.00	0.00	0.00
7	DUL	Duluth, MN	26,293	100.00	0.00	0.00
8	GIL	Gilbert, AZ	31,075	100.00	0.00	0.00
9	RDS	Roseburg, OR	21,635	100.00	0.00	0.00
10	MIS	Missoula, MT	20,093	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	25,971	100.00	0.00	0.00
12	NOR	North Platte, NE	20,533	100.00	0.00	0.00
13	OMA	Omaha, NE	18,705	99.96	0.04	0.00
14	SDO	San Diego, CA	27,863	100.00	0.00	0.00
15	SEA	Seattle, WA	20,795	100.00	0.00	0.00
16	STC	Santa Clara, CA	24,118	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	22,548	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	3,484	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	4,755	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	4,415	99.98	0.01	0.01
24	CHA	Chihuahua, Mexico	7,762	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	7,925	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	7,573	99.99	0.01	0.00

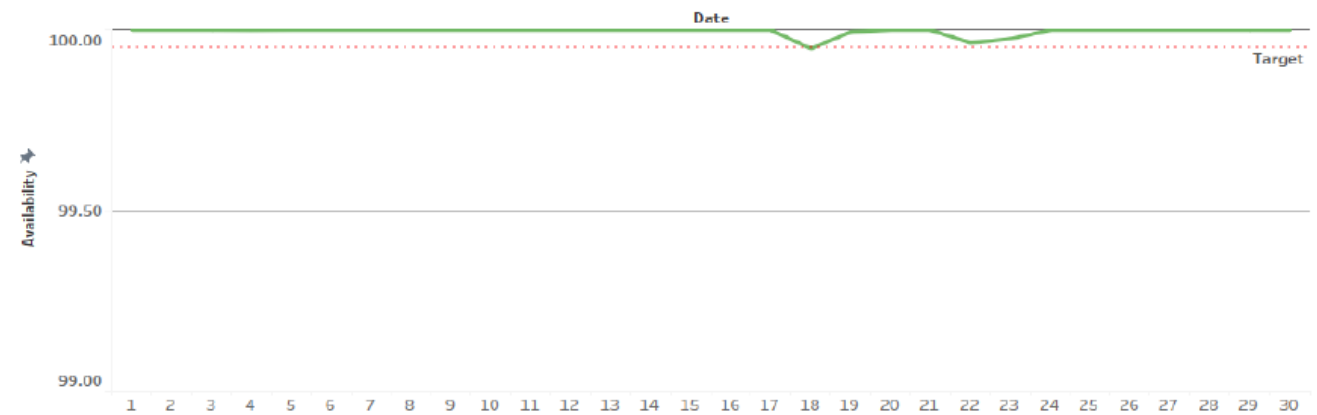
User Count	Availability	HW/SW Events	Weather Events
438164	100.00	0.00	0.00

User Count is 5 Week Average
Excludes XCI

Availability Over Time



Daily Availability



Availability by Transport – T19V (mayo)

T19V Availability - April 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	31,110	99.77	0.01	0.23
2	SPO	Spokane, WA	9,853	100.00	0.00	0.00
3	NOR	North Platte, NE	10,233	100.00	0.00	0.00
4	ALB	Albuquerque, NM	11,947	100.00	0.00	0.00
5	RIV	Riverside, CA	12,993	100.00	0.00	0.00
6	MON	Monee, IL	6,825	99.99	0.00	0.01
7	ARI	Arica, Chile	9,756	100.00	0.00	0.00
8	MTJ	Mount Jackson, VA	3,190	99.74	0.24	0.02

Main Issues Impacting Service

Date	CASE	DURATION	Sites	GW	Summary
4/2	158289096	106	3097	MTJ	Backhaul maintenance activity affected both the primary and secondary circuits due to a fiber shelter relocation. The provider only gave advanced notice of one circuit. Service was restored when the maintenance was complete.

$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

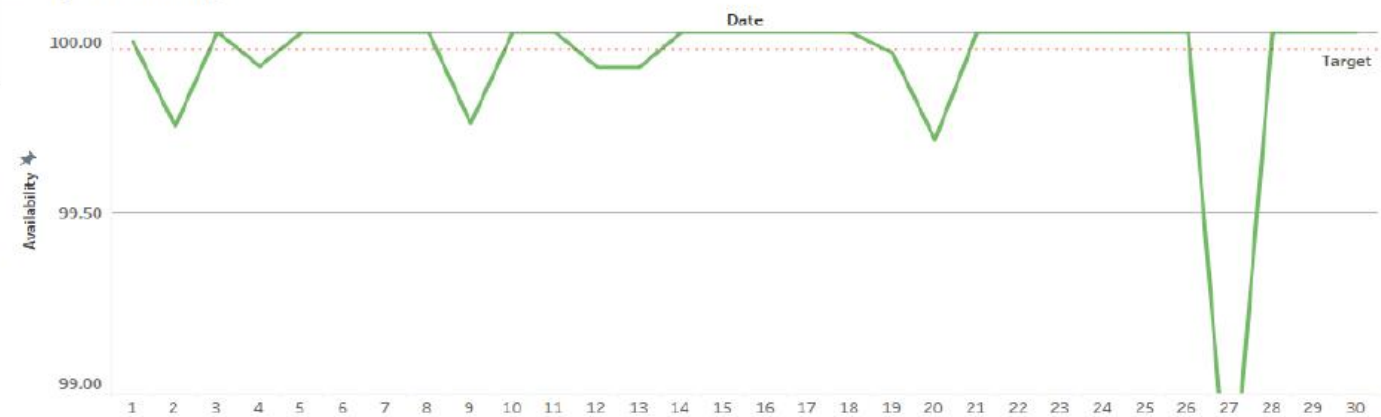
User Count	Availability	HW/SW Events	Weather Events
95,906	99.91	0.01	0.08

User Count is 5 Week Average

Availability Over Time



Daily Availability



Availability by Transport – Jupiter 2 (Junio)

Jupiter 2 Availability - May 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	24,326	100.00	0.00	0.00
2	AMA	Amarillo, TX	24,378	99.97	0.00	0.03
3	BIL	Billings, MT	22,724	100.00	0.00	0.00
4	BIS	Bismarck, ND	18,832	100.00	0.00	0.00
5	BOI	Boise, ID	21,208	100.00	0.00	0.00
6	CHY	Cheyenne, WY	24,399	100.00	0.00	0.00
7	DUL	Duluth, MN	24,869	100.00	0.00	0.00
8	GIL	Gilbert, AZ	29,786	100.00	0.00	0.00
9	ROS	Roseburg, OR	20,731	100.00	0.00	0.00
10	MIS	Missoula, MT	18,991	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	24,653	100.00	0.00	0.00
12	NOR	North Platte, NE	19,414	99.94	0.00	0.06
13	OMA	Omaha, NE	17,734	99.87	0.00	0.13
14	SDO	San Diego, CA	26,489	100.00	0.00	0.00
15	SEA	Seattle, WA	20,304	100.00	0.00	0.00
16	STC	Santa Clara, CA	23,230	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	21,321	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,335	99.91	0.09	0.00
21	HMO	Hermosillo, Mexico	6,645	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,700	99.87	0.00	0.13
24	CHA	Chihuahua, Mexico	7,252	99.94	0.06	0.00
25	HMA	Hermosillo, Mexico	7,271	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	6,770	100.00	0.00	0.00

$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
421363	99.99	0.00	0.01

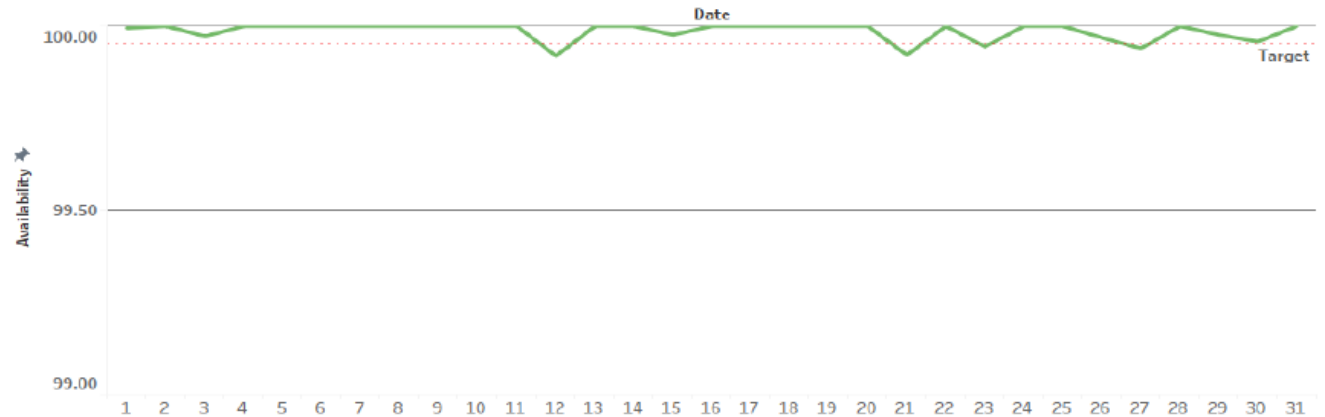
User Count is 5 Week Average
Excludes XCI

GWID 20,21,22=Telecom Vera. GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



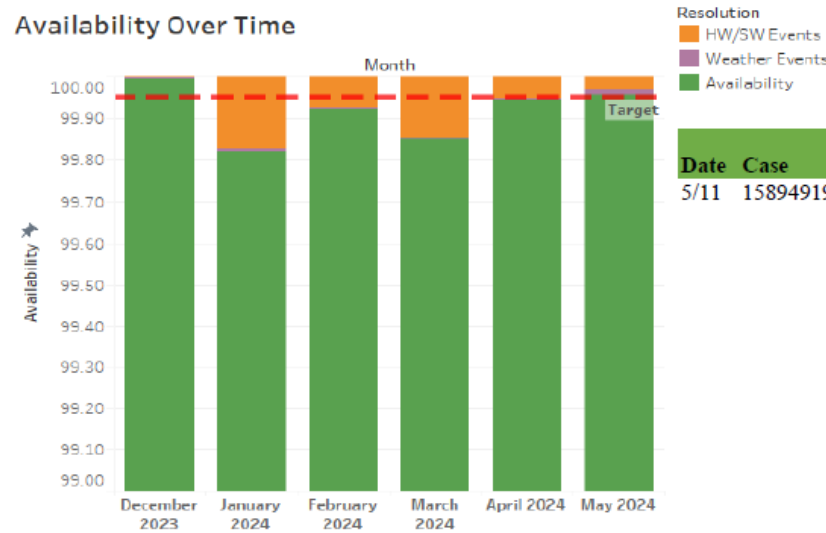
Availability by Transport – Jupiter 3 (junio)

Jupiter 3 Availability - May 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	1,578	99.90	0.00	0.10
2	CHY	Cheyenne, WY	6,498	99.95	0.00	0.05
3	IDF	Idaho Falls, ID	4,371	100.00	0.00	0.00
4	LIN	London, UT	7,316	99.93	0.01	0.06
5	MIS	Missoula, MT	4,383	100.00	0.00	0.00
6	NOR	North Platte, NE	3,611	99.99	0.00	0.01
7	RAP	Rapid City, SD	5,950	99.99	0.01	0.00
8	RIF	Rifle, CO	3,914	99.99	0.00	0.01
9	TAO	Taos, NM	5,358	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	6,505	100.00	0.00	0.00
12	BEN	Bend, OR	8,216	100.00	0.00	0.00
13	BOI	Boise, ID	8,622	99.98	0.00	0.02
14	MLV	North Las Vegas, NV	8,368	99.93	0.07	0.00
15	QUN	Quincy, WA	8,066	99.97	0.00	0.03
16	RNO	Reno, NV	8,731	100.00	0.00	0.00
17	SIM	Simi Valley, CA	9,146	100.00	0.00	0.00
18	STC	Santa Clara, CA	8,132	100.00	0.00	0.00
19	YUM	Yuma, AZ	9,784	100.00	0.00	0.00

Availability Over Time



Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
5/11	158949194	36	31282	GIL - SNC; LA1 - SNC	NMC worked with CNE-GW who identified an unresponsive backend process affecting the Software-Defined Network Controller (SDNC), and the SDNC was redeployed to restore service.

SNC Availability

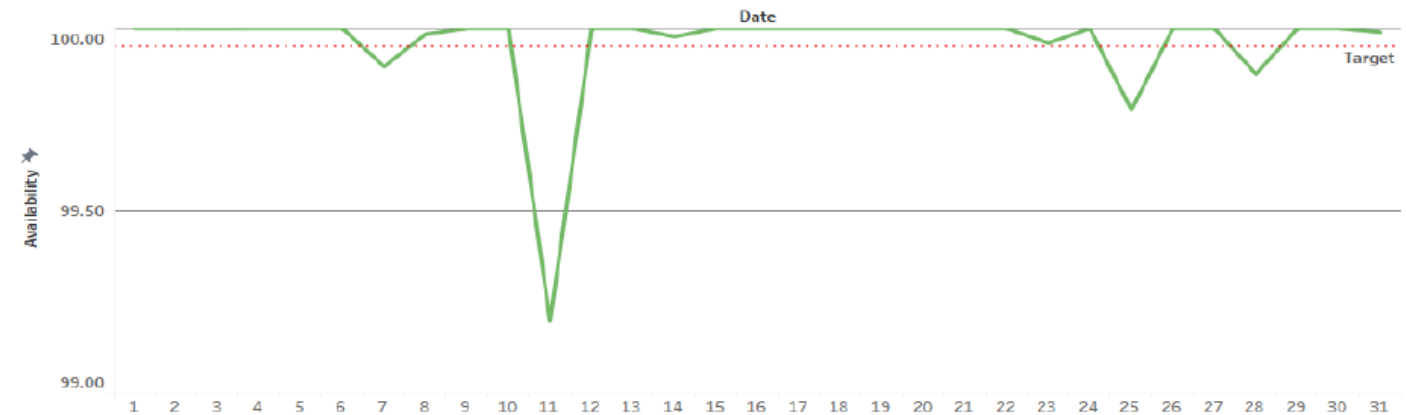
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	17,940	100.00	0.00
	SNC 2	Dallas, TX	5,358	100.00	0.00
	SNC 5	North Platte, NE	3,611	100.00	0.00
SNC 7	Salt Lake City, UT	16,070	100.00	0.00	
West	SNC 3	Gilber, AZ	16,289	99.93	0.07
	SNC 4	Los Angeles, CA	17,514	99.93	0.07
	SNC 6	Seattle, WA	24,904	99.98	0.02
	SNC 8	Palo Alto, CA	16,863	100.00	0.00

Availability = $\frac{\text{(Total Outage Minutes)} \times \text{(Number Subs Impacted)}}{\text{(Total Subs on Platform)} \times \text{(Total Possible Service Minutes per Sub)}}$

User Count	Availability	HW/SW Events	Weather Events
118549	99.96	0.03	0.01

Count Taken Last Day of Month
Excludes XCI

Daily Availability



Colombia - Availability by Transport – Jupiter 2 (Julio)

Jupiter 2 Availability - July 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	23,258	99.98	0.00	0.02
2	AMA	Amarillo, TX	22,963	99.96	0.00	0.04
3	BIL	Billings, MT	21,390	100.00	0.00	0.00
4	BIS	Bismarck, ND	17,653	99.82	0.00	0.18
5	BOI	Boise, ID	19,998	100.00	0.00	0.00
6	CHY	Cheyenne, WY	22,804	100.00	0.00	0.00
7	DUL	Duluth, MN	23,353	99.98	0.00	0.02
8	GIL	Gilbert, AZ	28,390	100.00	0.00	0.00
9	ROS	Roseburg, OR	19,680	100.00	0.00	0.00
10	MIS	Missoula, MT	17,717	98.71	1.29	0.00
11	NLV	North Las Vegas, NV	23,230	100.00	0.00	0.00
12	NOR	North Platte, NE	18,241	100.00	0.00	0.00
13	OMA	Omaha, NE	16,633	99.67	0.00	0.33
14	SDO	San Diego, CA	24,887	100.00	0.00	0.00
15	SEA	Seattle, WA	19,254	100.00	0.00	0.00
16	STC	Santa Clara, CA	21,697	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	19,971	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,239	99.96	0.00	0.04
21	HMO	Hermosillo, Mexico	6,132	99.98	0.00	0.02
22	MTR	Monterrey, Mexico	5,659	99.98	0.00	0.02
24	CHA	Chihuahua, Mexico	6,455	99.92	0.00	0.08
25	HMA	Hermosillo, Mexico	5,903	99.97	0.00	0.03
26	MTA	Monterrey, Mexico	5,709	99.98	0.00	0.02

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
7/9	159992313	705	14320	MIS	The facility experienced a HVAC failure. The HVAC contractor attempted repairs; however, high outdoor temperatures were preventing recovery of the unit. A temporary unit was ordered from Spokane, WA and was installed to stabilize temperatures. The impacted transport components were powered-on to restore service.

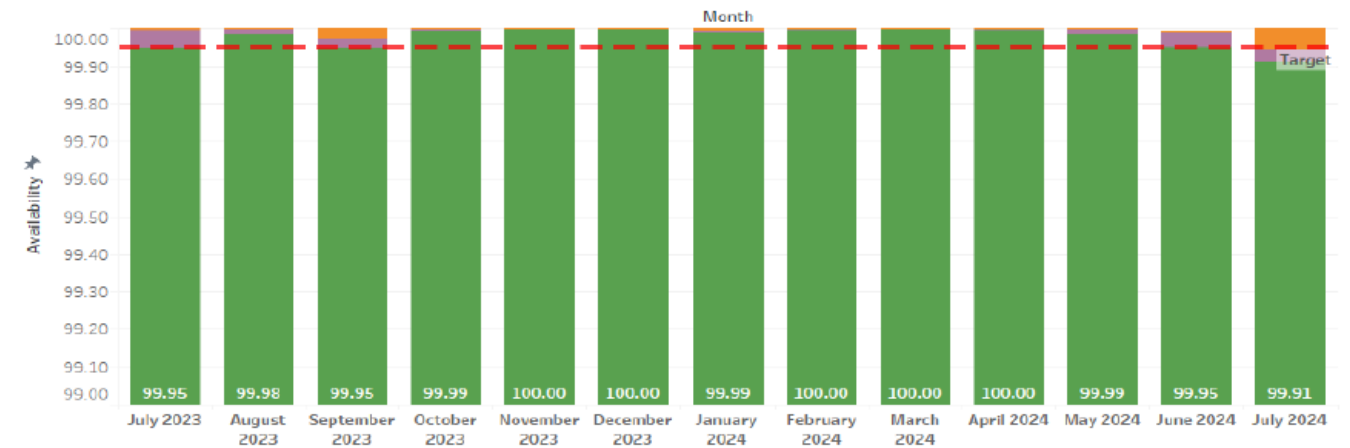
$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
395216	99.91	0.06	0.03

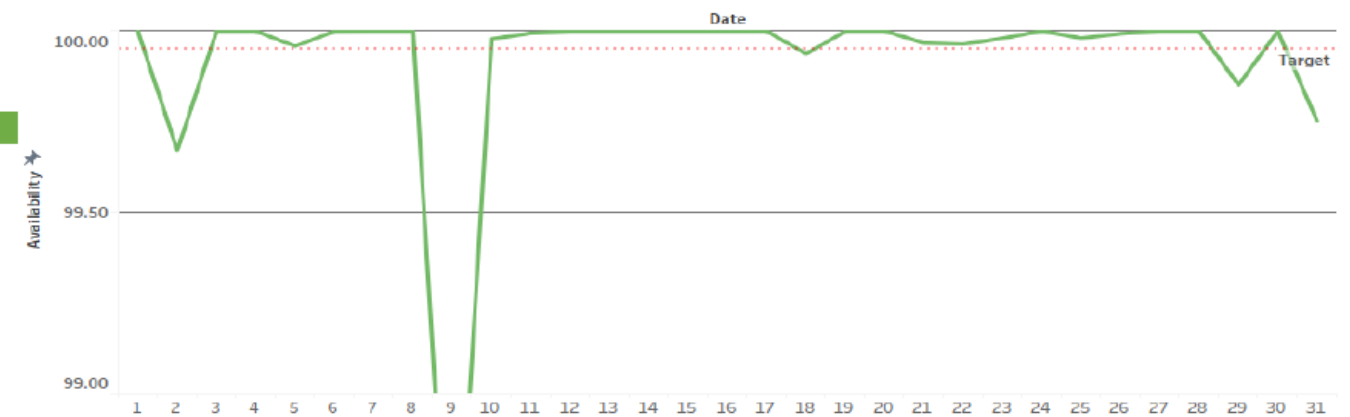
User Count is 5 Week Average
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



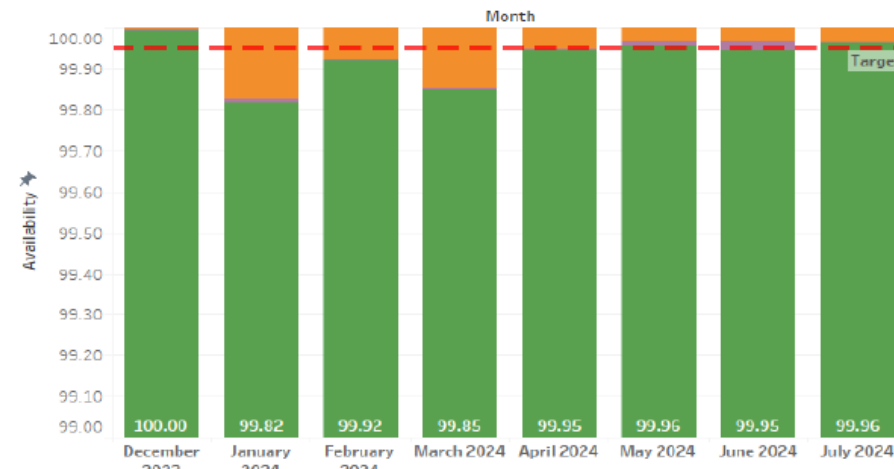
Colombia - Availability by Transport – Jupiter 3 (Julio)

Jupiter 3 Availability - July 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,751	99.92	0.08	0.00
2	CHY	Cheyenne, WY	9,208	99.93	0.06	0.01
3	IDF	Idaho Falls, ID	6,311	99.95	0.05	0.00
4	LIN	Lindon, UT	9,811	100.00	0.00	0.00
5	MIS	Missoula, MT	7,793	100.00	0.00	0.00
6	NOR	North Platte, NE	5,450	99.98	0.00	0.02
7	RAP	Rapid City, SD	8,224	99.97	0.02	0.01
8	RIF	Rifle, CO	5,765	100.00	0.00	0.00
9	TAO	Taos, NM	9,396	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	9,029	99.96	0.01	0.03
12	BEN	Bend, OR	10,769	100.00	0.00	0.00
13	BOI	Boise, ID	11,323	99.97	0.03	0.00
14	NLV	North Las Vegas, NV	11,429	100.00	0.00	0.00
15	OUN	Quincy, WA	10,686	100.00	0.00	0.00
16	RNO	Reno, NV	12,286	100.00	0.00	0.00
17	SIM	Simi Valley, CA	12,350	100.00	0.00	0.00
18	STC	Santa Clara, CA	10,824	100.00	0.00	0.00
19	YUM	Yuma, AZ	12,933	99.99	0.00	0.01

Availability Over Time



Resolution
 HW/SW Events
 Weather Events
 Availability

Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
7/8	159963116	65	7336	DA1 -	The NMC escalated to CNE-GW who redeployed the Software Defined Network Controller and failed over traffic to the spare State Manager to resolve the issue
7/10	160017682	avg	avg	SNC	

SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	26,948	100.00	0.00
	SNC 2	Dallas, TX	9,396	99.61	0.39
	SNC 5	North Platte, NE	5,460	100.00	0.00
	SNC 7	Salt Lake City, UT	23,915	100.00	0.00
West	SNC 3	Gilber, AZ	21,962	100.00	0.00
	SNC 4	Los Angeles, CA	23,779	100.00	0.00
	SNC 6	Seattle, WA	32,778	100.00	0.00
	SNC 8	Palo Alto, CA	23,110	100.00	0.00

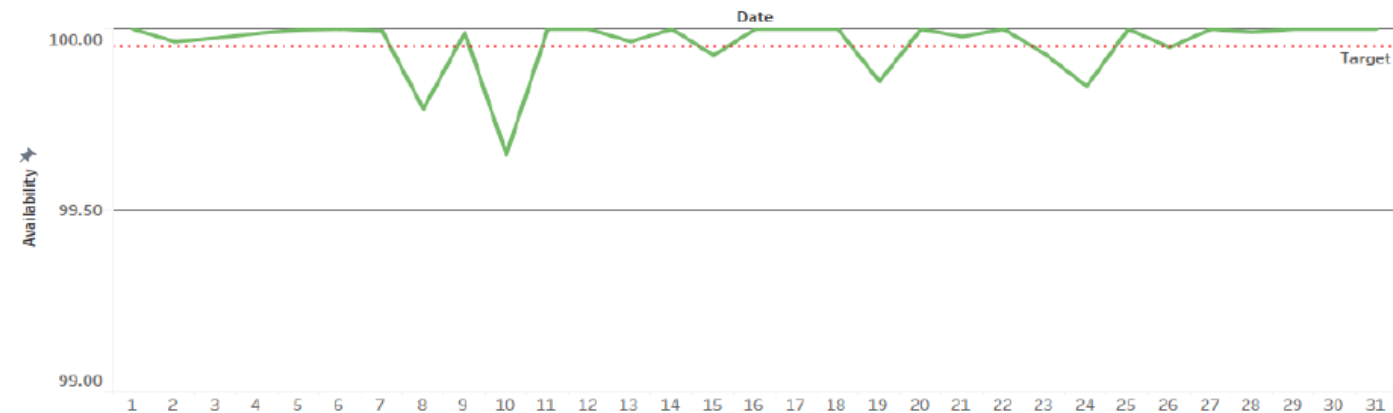
Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
167348	99.96	0.03	0.00

Count Taken Last Day of Month
 Excludes YOI

$(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})$

Daily Availability



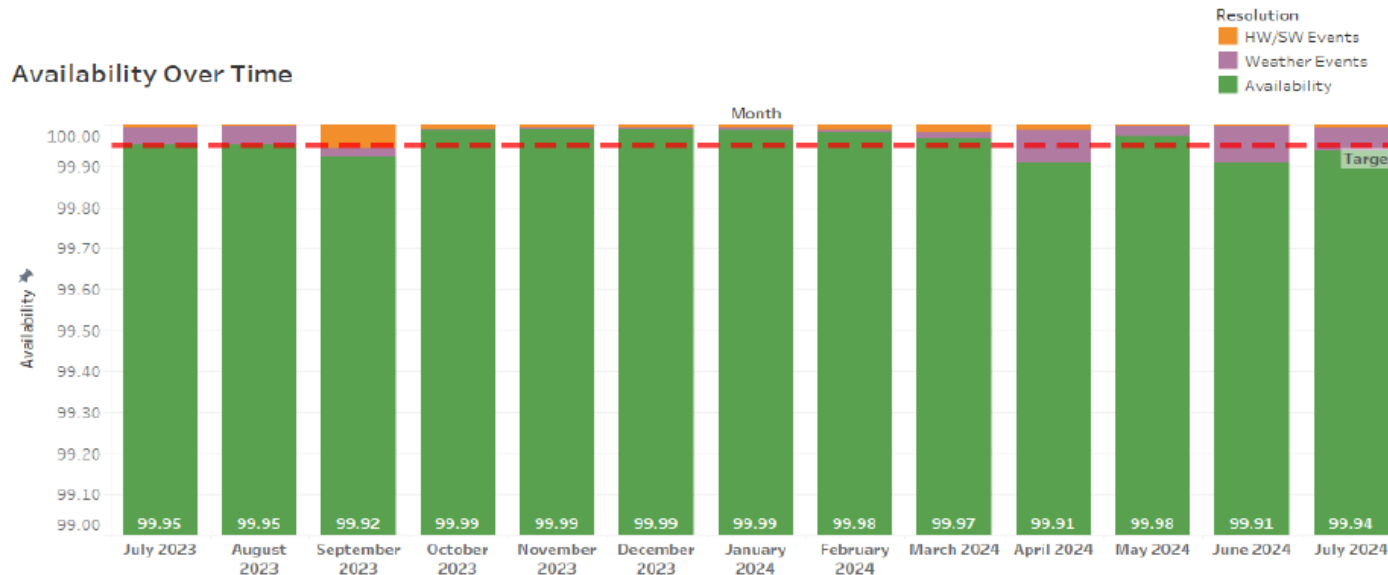
Colombia - Availability by Transport – T19V/63W (Julio)

T19V Availability - July 2024

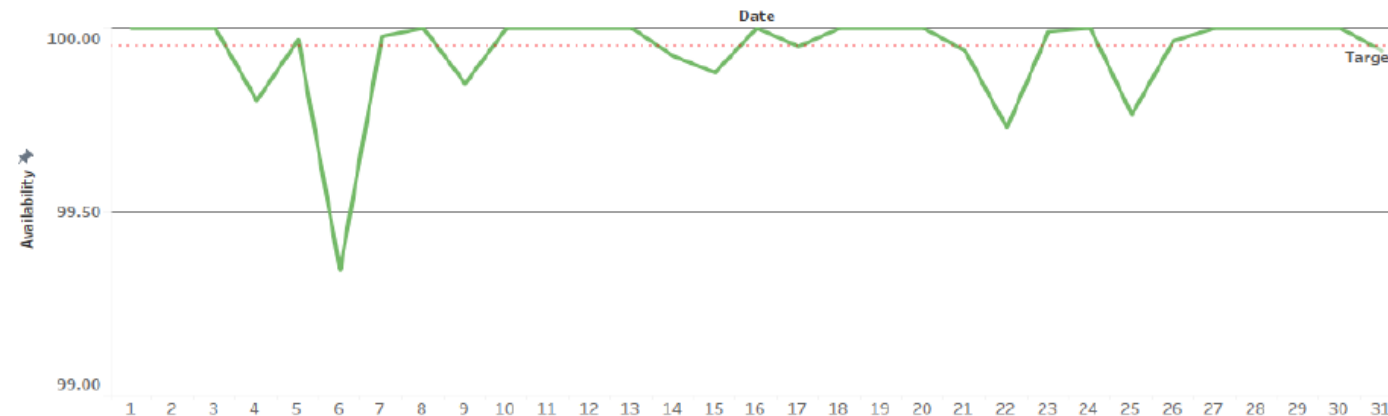
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,680	99.94	0.00	0.06
2	SPO	Spokane, WA	8,918	100.00	0.00	0.00
3	NOR	North Platte, NE	10,443	99.83	0.04	0.12
4	ALB	Albuquerque, NM	11,331	99.98	0.00	0.02
5	RIV	Riverside, CA	12,273	100.00	0.00	0.00
6	MON	Monee, IL	6,065	99.90	0.00	0.10
7	ARI	Arica, Chile	9,220	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,611	99.67	0.03	0.30

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform}) \times (\text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
92,542	99.94	0.01	0.06

User Count is 5 Week Average

Colombia - Availability by Transport – Jupiter 2 (Agosto)

Jupiter 2 Availability - August 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	22,382	100.00	0.00	0.00
2	AMA	Amarillo, TX	21,872	99.95	0.00	0.05
3	BIL	Billings, MT	20,465	100.00	0.00	0.00
4	BIS	Bismarck, ND	16,789	99.93	0.00	0.07
5	BOI	Boise, ID	19,154	100.00	0.00	0.00
6	CHY	Cheyenne, WY	21,723	99.96	0.00	0.04
7	DUL	Duluth, MN	22,264	99.98	0.00	0.03
8	GIL	Gilbert, AZ	27,444	99.98	0.01	0.01
9	RDS	Roseburg, OR	18,925	99.99	0.00	0.01
10	MIS	Missoula, MT	16,919	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	22,202	100.00	0.00	0.00
12	NOR	North Platte, NE	17,390	99.93	0.00	0.08
13	OMA	Omaha, NE	15,876	99.76	0.05	0.19
14	SDO	San Diego, CA	23,802	99.76	0.24	0.00
15	SEA	Seattle, WA	18,576	100.00	0.00	0.00
16	STC	Santa Clara, CA	20,636	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	19,007	99.99	0.00	0.01
20	CHI	Chihuahua, Mexico	4,095	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,648	99.96	0.00	0.04
22	MTR	Monterrey, Mexico	5,363	99.96	0.00	0.04
24	CHA	Chihuahua, Mexico	6,141	99.97	0.00	0.03
25	HMA	Hermosillo, Mexico	5,512	99.92	0.00	0.08
26	MTA	Monterrey, Mexico	5,362	99.96	0.00	0.05

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
------	------	------	-------	----	-------------

8/13 160919374 224 10281 SDO During a scheduled change, an onboard administrator (OA) went down and lost connectivity to a virtual connect server. An OA had failed and was replaced to restore service.

Availability = $\frac{\text{Total Outage Minutes} \times \text{Number Subs Impacted}}{\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub}}$

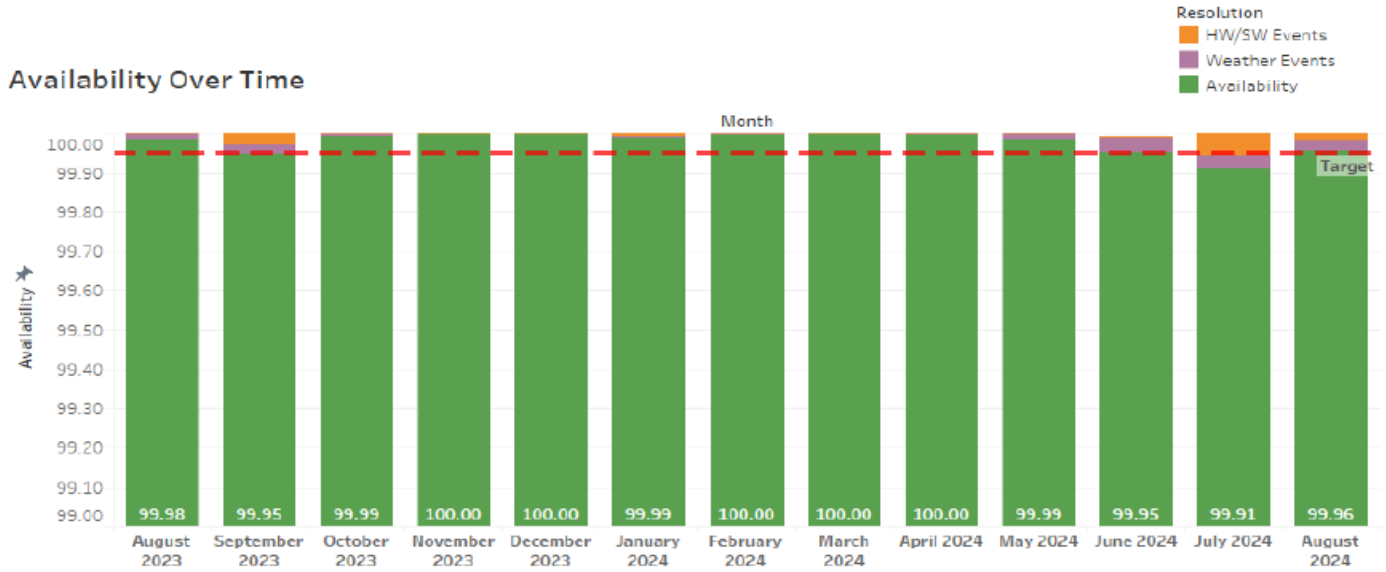
User Count	Availability	HW/SW Events	Weather Events
377546	99.96	0.02	0.03

User Count is 5 Week Average

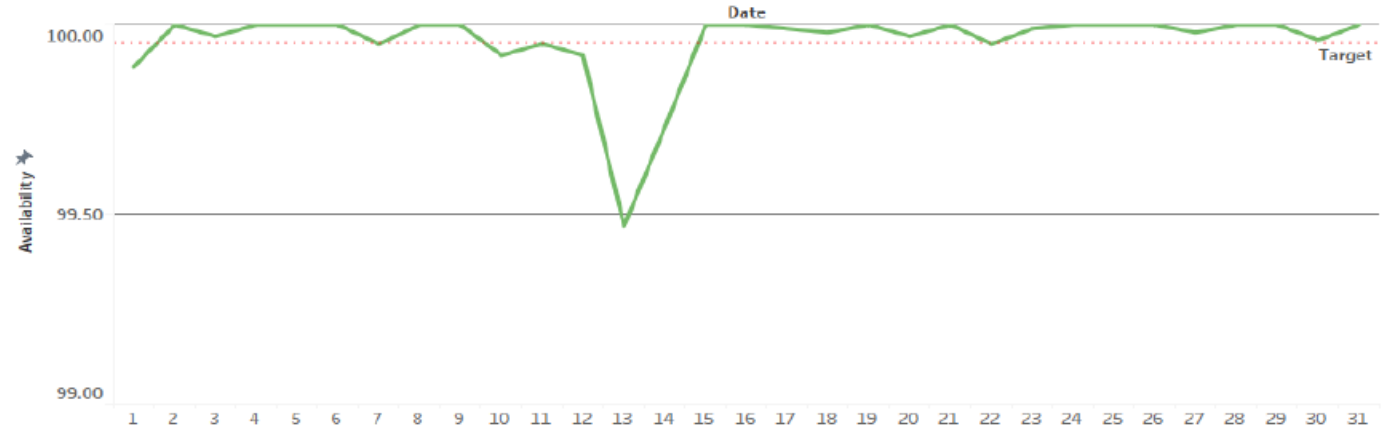
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



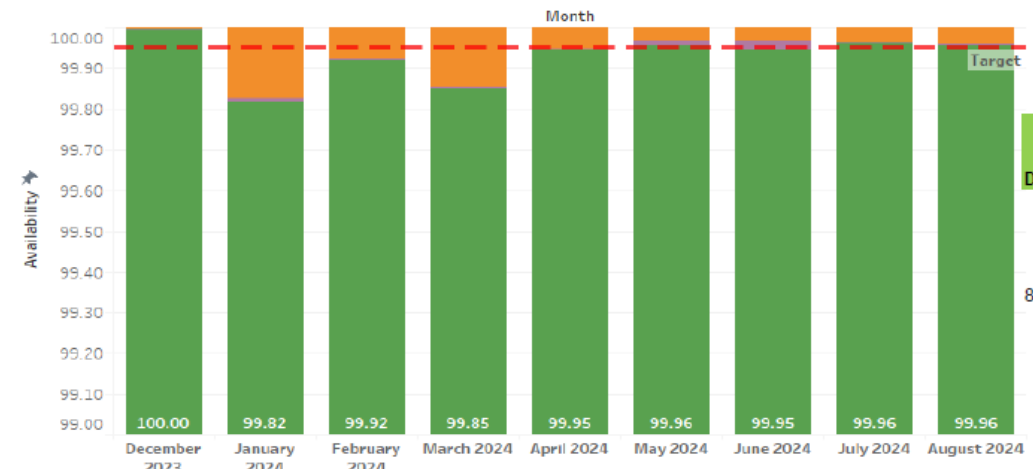
Colombia - Availability by Transport – Jupiter 3 (Agosto)

Jupiter 3 Availability - August 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	4,576	99.98	0.00	0.02
2	CHY	Cheyenne, WY	11,024	99.99	0.01	0.00
3	IDF	Idaho Falls, ID	8,030	100.00	0.00	0.00
4	LIN	Lincoln, UT	12,089	100.00	0.00	0.00
5	MIS	Missoula, MT	10,282	100.00	0.00	0.00
6	NOR	North Platte, NE	7,571	100.00	0.00	0.00
7	RAP	Rapid City, SD	10,266	99.97	0.03	0.00
8	RIF	Rifle, CO	7,114	99.87	0.12	0.02
9	TAO	Taos, NM	12,607	99.72	0.28	0.00
11	FLG	Flagstaff, AZ	11,253	99.94	0.00	0.06
12	BEN	Bend, OR	13,429	100.00	0.00	0.00
13	BOI	Boise, ID	14,084	99.97	0.03	0.00
14	ILV	North Las Vegas, NV	14,128	100.00	0.00	0.00
15	QUN	Quincy, WA	13,066	100.00	0.00	0.00
16	RNO	Reno, NV	15,070	99.99	0.01	0.00
17	SIM	Simi Valley, CA	14,971	99.94	0.06	0.00
18	STC	Santa Clara, CA	13,561	99.96	0.04	0.00
19	YUM	Yuma, AZ	16,158	99.94	0.06	0.00

Availability Over Time



Resolution

- HW/SW Events
- Weather Events
- Availability

Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
8/30	161203738	280	4712	TAO - RFGW	During a scheduled State Manager Redeployment, terminals began reporting browsing issues. The change was rolled back, but the problem persisted. Missing defaults routes on the DA1 peering routers were identified, which were added to restore service.

SNC Availability

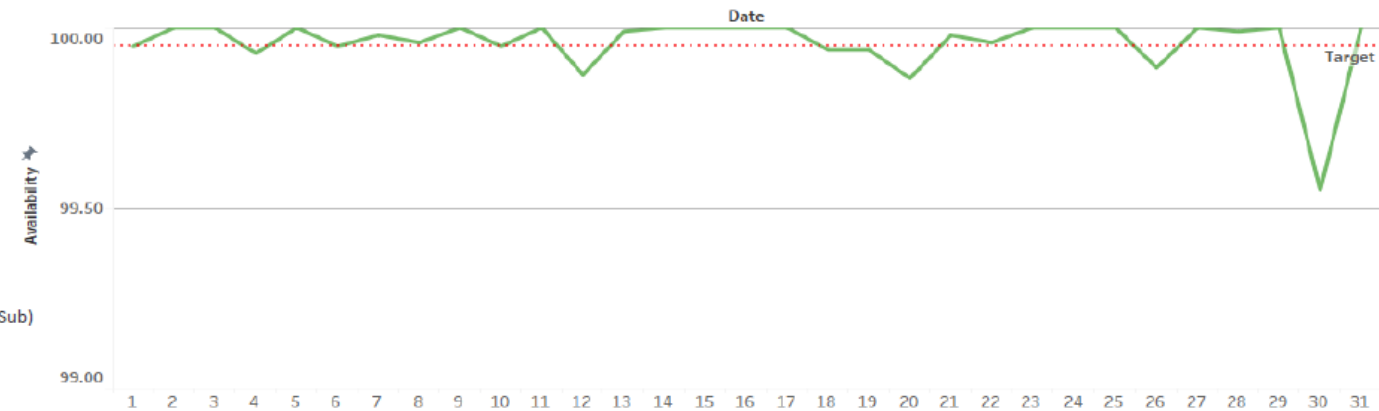
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	32,980	100.00	0.00
	SNC 2	Dallas, TX	12,607	99.99	0.01
	SNC 5	North Platte, NE	7,571	99.99	0.01
	SNC 7	Salt Lake City, UT	30,401	99.99	0.01
West	SNC 3	Gilber, AZ	27,411	100.00	0.00
	SNC 4	Los Angeles, CA	29,099	100.00	0.00
	SNC 6	Seattle, WA	40,579	100.00	0.00
	SNC 8	Palo Alto, CA	28,631	100.00	0.00

$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform}) \times (\text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
209279	99.96	0.04	0.00

Count Taken Last Day of Month
Excludes XCI

Daily Availability



Colombia - Availability by Transport – T19V/63W (Agosto)

T19V Availability - August 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	30,176	100.00	0.00	0.00
2	SPO	Spokane, WA	8,690	100.00	0.00	0.00
3	NOR	North Platte, NE	9,679	99.94	0.00	0.06
4	ALB	Albuquerque, NM	11,398	99.92	0.00	0.08
5	RIV	Riverside, CA	12,013	100.00	0.00	0.00
6	MON	Monee, IL	5,873	99.92	0.00	0.08
7	ARI	Arica, Chile	9,076	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,508	99.65	0.20	0.15

Main Issues Impacting Service

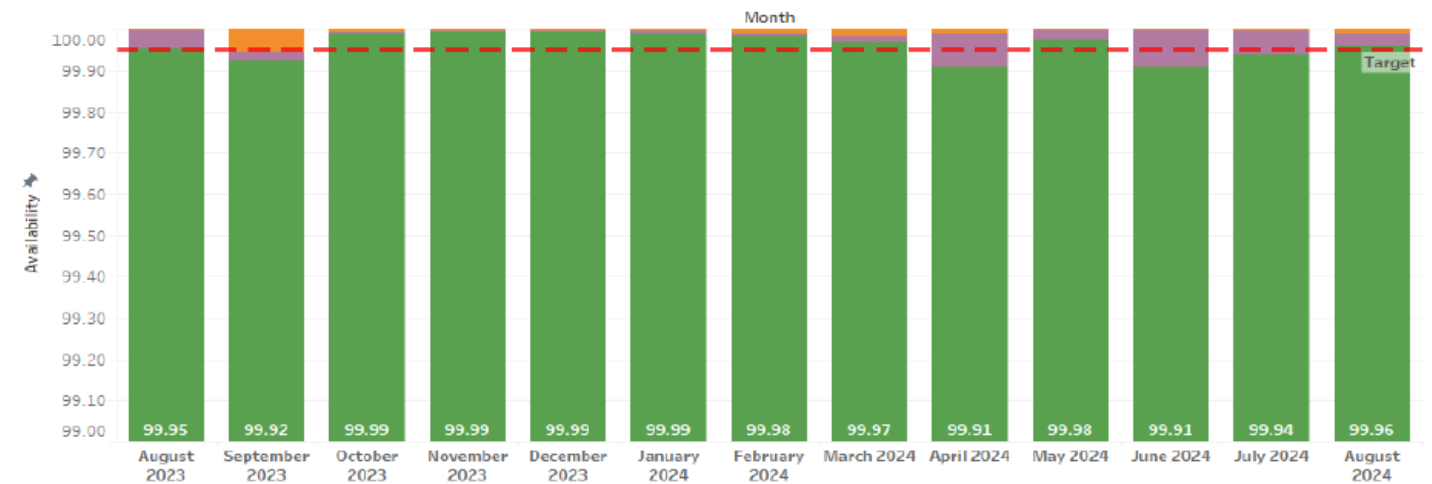
Date	Case	Time Sites	GW	Explanation
8/9	160858997	117 2613	MTJ	Terminals went down on beam 40. CNE-GW identified and corrected an in-route issue, added bootstrap aloha slots, and increased the in-route demodulation component sweep frequency from 4K to 6K to restore service.

Availability = $\frac{\text{(Total Outage Minutes) X (Number Subs Impacted)}}{\text{(Total Subs on Platform X Total Possible Service Minutes per Sub)}}$

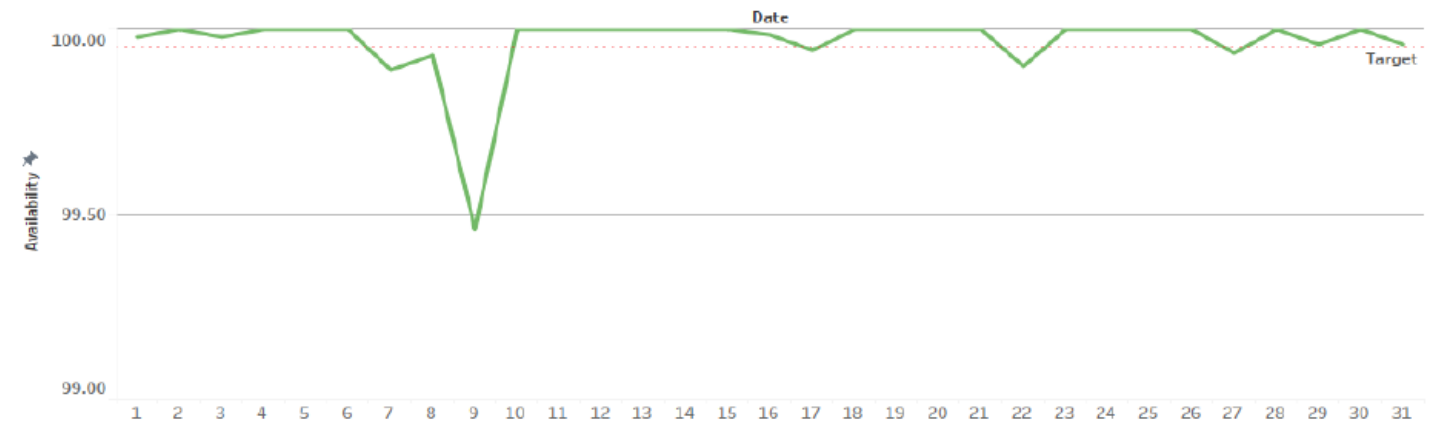
User Count	Availability	HW/SW Events	Weather Events
90,413	99.96	0.01	0.03

User Count is 5 Week Average

Availability Over Time



Daily Availability



Colombia - Availability by Transport – Jupiter 2 (Septiembre)

Jupiter 2 Availability - September 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	21,335	100.00	0.00	0.00
2	AMA	Amarillo, TX	20,582	99.62	0.33	0.04
3	BIL	Billings, MT	19,314	100.00	0.00	0.00
4	BIS	Bismarck, ND	15,748	100.00	0.00	0.00
5	BOI	Boise, ID	18,161	100.00	0.00	0.00
6	CHY	Cheyenne, WY	20,510	99.99	0.01	0.00
7	DUL	Duluth, MN	20,860	99.98	0.00	0.02
8	GIL	Gilbert, AZ	26,163	100.00	0.00	0.00
9	ROS	Roseburg, OR	18,048	100.00	0.00	0.00
10	MIS	Missoula, MT	15,858	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	20,975	100.00	0.00	0.00
12	NOR	North Platte, NE	16,419	100.00	0.00	0.00
13	OMA	Omaha, NE	14,864	99.86	0.12	0.02
14	SDO	San Diego, CA	22,497	100.00	0.00	0.00
15	SEA	Seattle, WA	17,759	100.00	0.00	0.00
16	STC	Santa Clara, CA	19,650	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	17,890	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,081	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,708	99.93	0.04	0.04
22	MTR	Monterrey, Mexico	5,251	99.76	0.00	0.24
24	CHA	Chihuahua, Mexico	5,800	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	5,149	99.95	0.00	0.05
26	MTA	Monterrey, Mexico	5,019	99.73	0.00	0.27

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
9/11	161465216	170	17326	AMA	The gateway was isolated due to simultaneous backhaul Lumen maintenance. Lumen to perform audits at McCook, NE and update the affected service records in order to prevent issue of this nature in the future.

$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform}) \times (\text{Total Possible Service Minutes per Sub})}$$

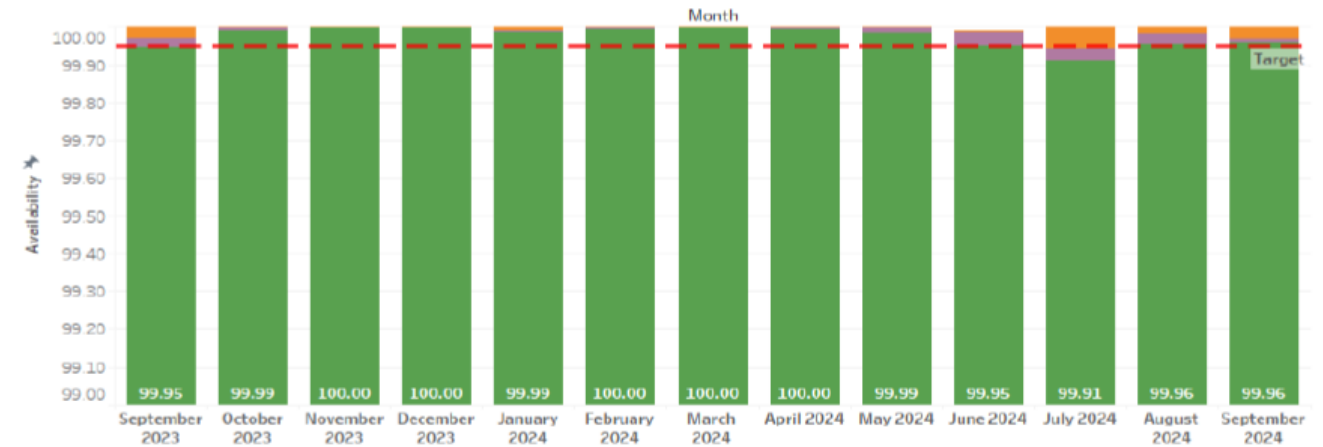
User Count	Availability	HW/SW Events	Weather Events
357652	99.96	0.03	0.01

User Count is 5 Week Average

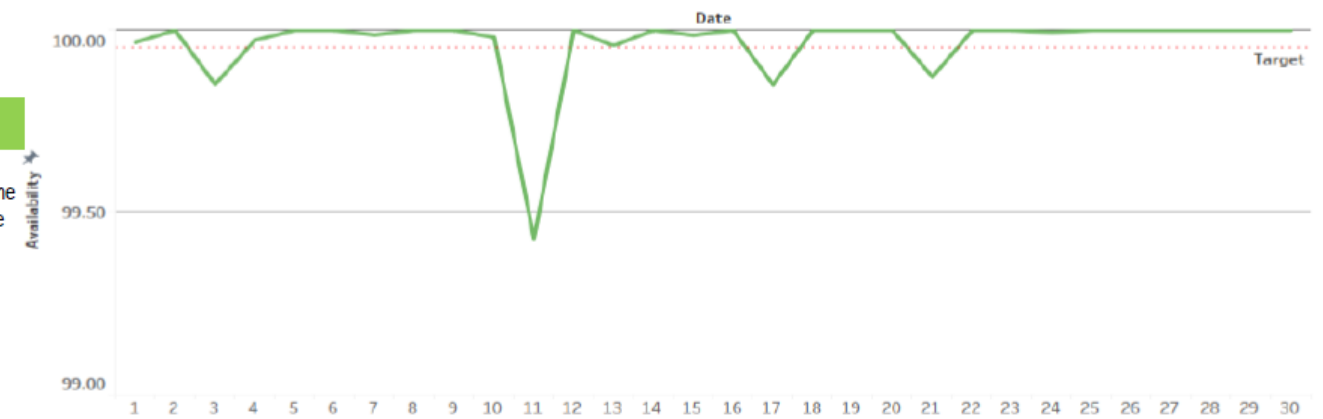
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



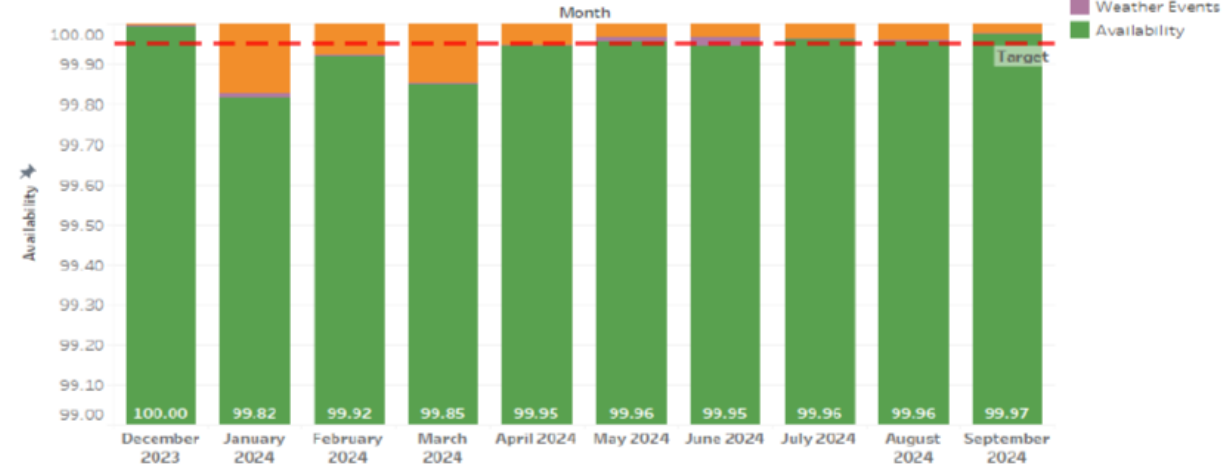
Colombia - Availability by Transport – Jupiter 3 (Septiembre)

Jupiter 3 Availability - September 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,832	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,664	99.87	0.07	0.05
3	IDF	Idaho Falls, ID	8,690	100.00	0.00	0.00
4	LIN	London, UT	12,953	100.00	0.00	0.00
5	MIS	Missoula, MT	9,757	100.00	0.00	0.00
6	NOR	North Platte, NE	8,249	100.00	0.00	0.00
7	RAP	Rapid City, SD	10,708	99.99	0.01	0.01
8	RIF	Rifle, CO	7,530	100.00	0.00	0.00
9	TAO	Taos, NM	13,417	99.85	0.15	0.00
11	FLG	Flagstaff, AZ	12,124	100.00	0.00	0.00
12	BEN	Bend, OR	14,617	100.00	0.00	0.00
13	BOI	Boise, ID	15,137	99.99	0.01	0.01
14	NLV	North Las Vegas, NV	14,974	100.00	0.00	0.00
15	QUN	Quincy, WA	13,956	100.00	0.00	0.00
16	RNO	Reno, NV	16,002	100.00	0.00	0.00
17	SIM	Simi Valley, CA	15,956	100.00	0.00	0.00
18	STC	Santa Clara, CA	14,520	100.00	0.00	0.00
19	YUM	Yuma, AZ	17,253	99.89	0.11	0.00

Availability Over Time



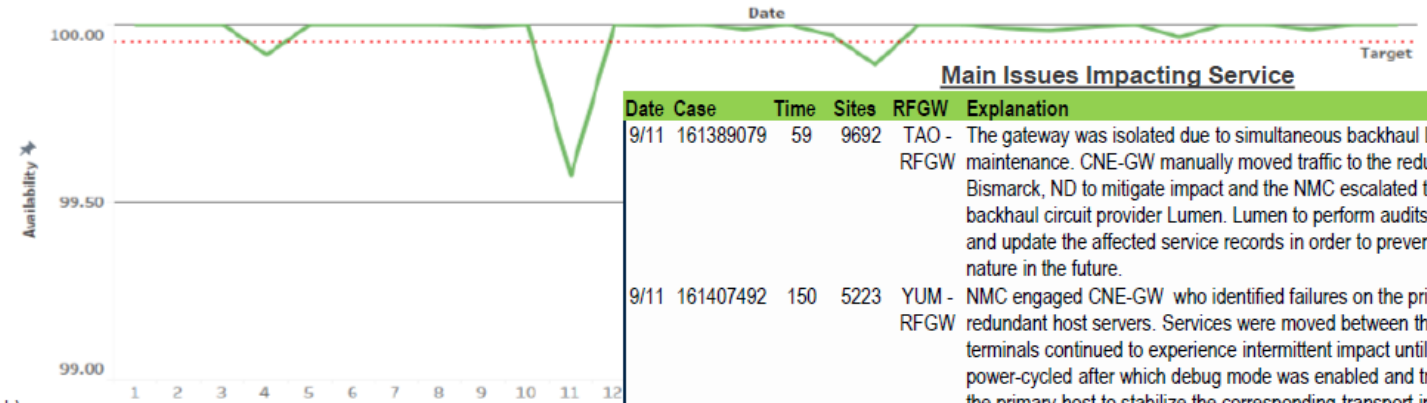
SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	33,734	100.00	0.00
	SNC 2	Dallas, TX	13,417	100.00	0.00
	SNC 5	North Platte, NE	8,249	100.00	0.00
	SNC 7	Salt Lake City, UT	31,400	100.00	0.00
West	SNC 3	Gilber, AZ	29,377	100.00	0.00
	SNC 4	Los Angeles, CA	30,930	100.00	0.00
	SNC 6	Seattle, WA	43,710	100.00	0.00
	SNC 8	Palo Alto, CA	30,522	100.00	0.00

User Count	Availability	HW/SW Events	Weather Events
221339	99.97	0.02	0.00

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$
 Count Taken Last Day of Month
 Excludes XCI

Daily Availability



Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
9/11	161389079	59	9692	TAO - RFGW	The gateway was isolated due to simultaneous backhaul Lumen maintenance. CNE-GW manually moved traffic to the redundant RFGW in Bismarck, ND to mitigate impact and the NMC escalated to the redundant backhaul circuit provider Lumen. Lumen to perform audits at McCook, NE and update the affected service records in order to prevent issue of this nature in the future.
9/11	161407492	150	5223	YUM - RFGW	NMC engaged CNE-GW who identified failures on the primary and redundant host servers. Services were moved between the hosts but some terminals continued to experience intermittent impact until the primary was power-cycled after which debug mode was enabled and traffic was moved to the primary host to stabilize the corresponding transport instances. Impacted sites recovered without further HNS intervention once the primary host was stabilized.

Colombia - Availability by Transport – T19V/63W (Septiembre)

T19V Availability - September 2024

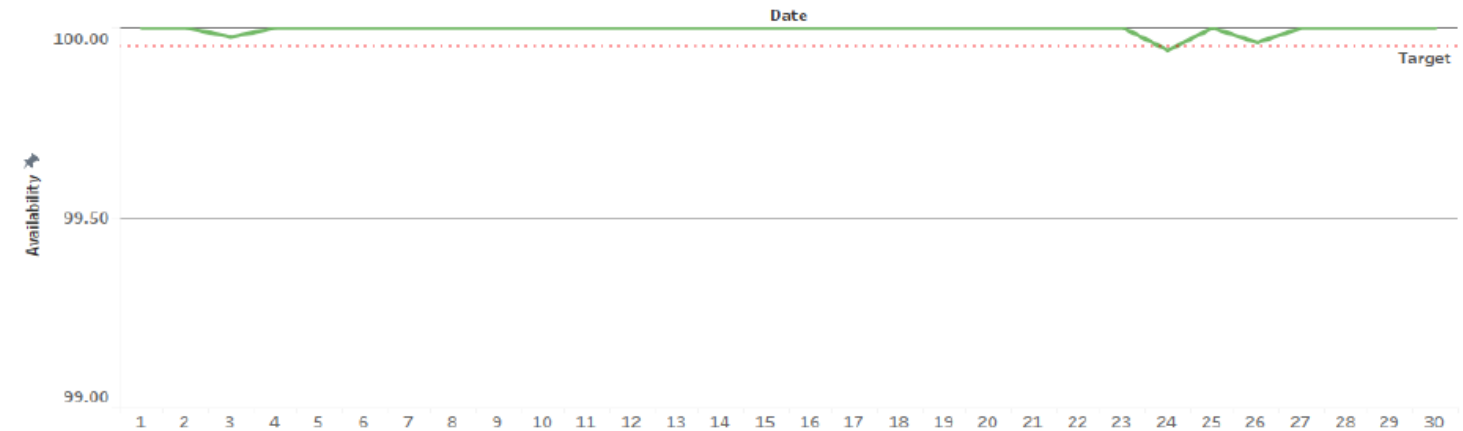
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	29,643	100.00	0.00	0.00
2	SPO	Spokane, WA	8,400	100.00	0.00	0.00
3	NOR	North Platte, NE	9,426	100.00	0.00	0.00
4	ALB	Albuquerque, NM	11,187	100.00	0.00	0.00
5	RIV	Riverside, CA	11,710	100.00	0.00	0.00
6	MON	Monee, IL	5,675	99.96	0.01	0.03
7	ARI	Arica, Chile	8,910	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,305	99.97	0.00	0.03

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
88,256	100.00	0.00	0.00

User Count is 5 Week Average

Colombia - Availability by Transport – Jupiter 2 (Octubre)

Jupiter 2 Availability - October 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	20,358	100.00	0.00	0.00
2	AMA	Amarillo, TX	19,470	100.00	0.00	0.00
3	BIL	Billings, MT	18,270	100.00	0.00	0.00
4	BIS	Bismarck, ND	14,785	100.00	0.00	0.00
5	BOI	Boise, ID	17,201	100.00	0.00	0.00
6	CHY	Cheyenne, WY	19,422	100.00	0.00	0.00
7	DUL	Duluth, MN	19,313	99.82	0.18	0.00
8	GIL	Gilbert, AZ	24,983	100.00	0.00	0.00
9	ROS	Roseburg, OR	17,237	100.00	0.00	0.00
10	MIS	Missoula, MT	14,871	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	19,807	100.00	0.00	0.00
12	NOR	North Platte, NE	15,563	100.00	0.00	0.00
13	OMA	Omaha, NE	13,736	100.00	0.00	0.00
14	SDO	San Diego, CA	21,382	100.00	0.00	0.00
15	SEA	Seattle, WA	17,056	100.00	0.00	0.00
16	STC	Santa Clara, CA	18,472	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	16,724	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,081	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,710	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,261	99.95	0.05	0.00
24	CHA	Chihuahua, Mexico	5,535	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,859	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	4,755	100.00	0.00	0.00

Main Issues Impacting Service

Date	Case	Time Sites	GW	Explanation
10/22	162063136	95 16332	DUL	Both backhails went down causing a service interruption to all customers. One recovered without intervention and the other was due to a fiber cut.

$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

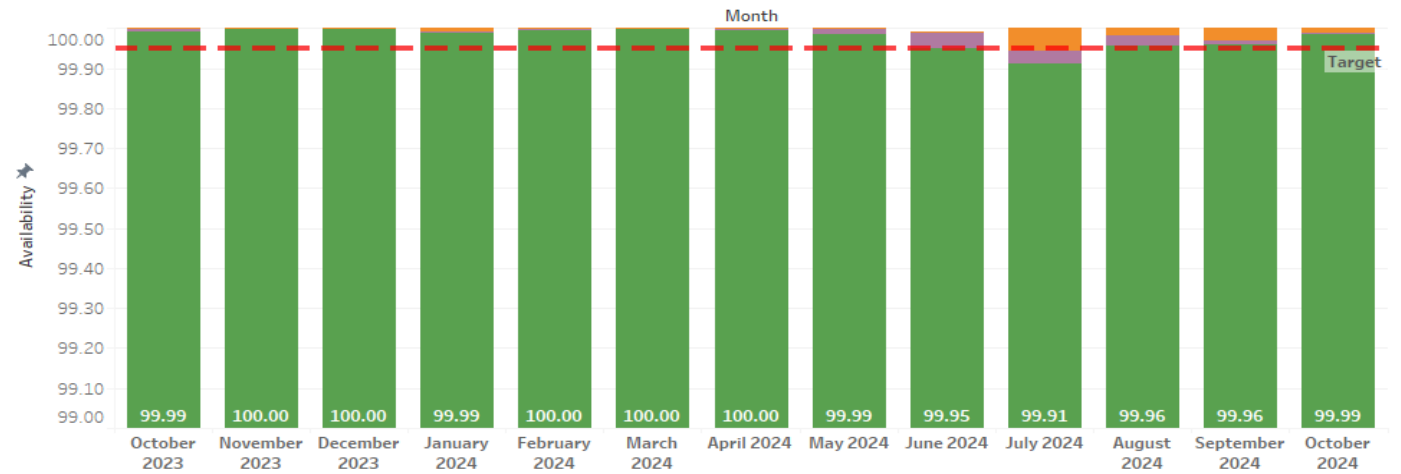
User Count	Availability	HW/SW Events	Weather Events
338850	99.99	0.01	0.00

User Count is 5 Week Average

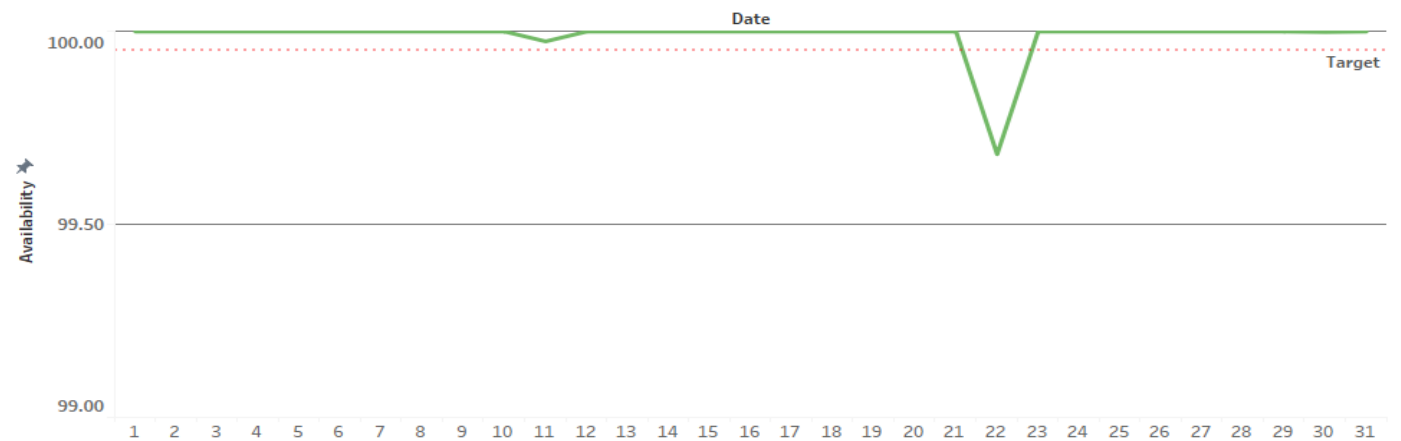
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



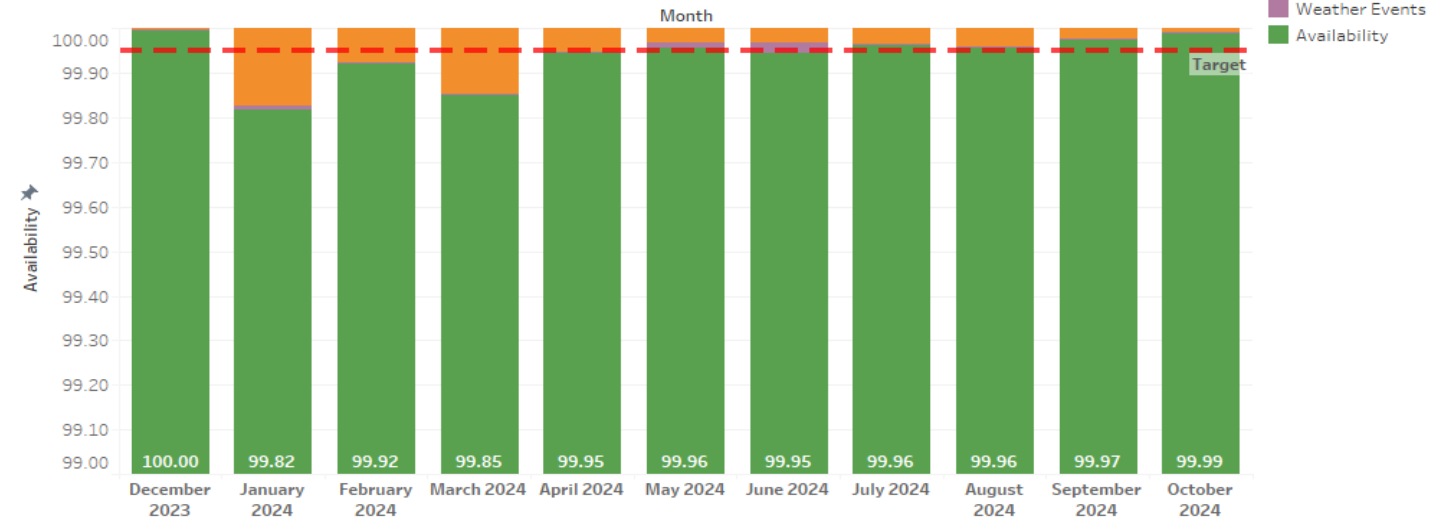
Colombia - Availability by Transport – Jupiter 3 (Octubre)

Jupiter 3 Availability - October 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	2,926	100.00	0.00	0.00
2	CHY	Cheyenne, WY	10,170	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	9,234	99.99	0.01	0.00
4	LIN	Lindon, UT	13,708	100.00	0.00	0.00
5	MIS	Missoula, MT	8,520	100.00	0.00	0.00
6	NOR	North Platte, NE	8,561	99.99	0.01	0.00
7	RAP	Rapid City, SD	10,219	99.99	0.01	0.00
8	RIF	Rifle, CO	7,873	99.99	0.01	0.00
9	TAO	Taos, NM	14,342	99.99	0.01	0.00
11	FLG	Flagstaff, AZ	12,801	99.93	0.04	0.03
12	BEN	Bend, OR	15,561	100.00	0.00	0.00
13	BOI	Boise, ID	16,130	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	15,592	99.99	0.01	0.00
15	QUN	Quincy, WA	14,604	100.00	0.00	0.00
16	RNO	Reno, NV	16,704	100.00	0.00	0.00
17	SIM	Simi Valley, CA	16,881	99.96	0.04	0.00
18	STC	Santa Clara, CA	14,738	100.00	0.00	0.00
19	YUM	Yuma, AZ	18,303	100.00	0.00	0.00

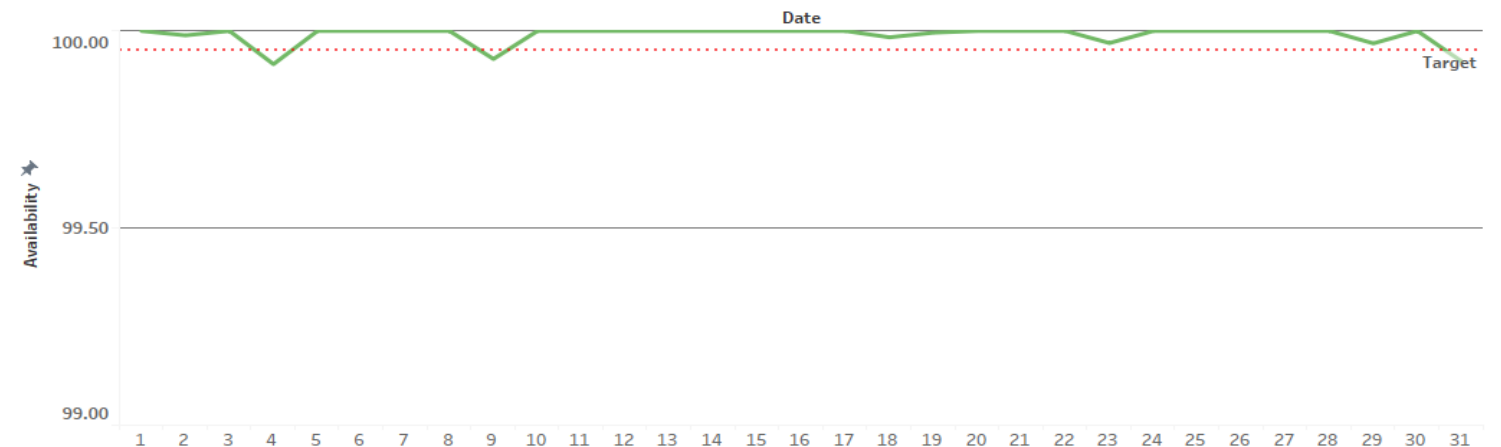
Availability Over Time



SNC Availability

Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	31,188	100.00	0.00
	SNC 2	Dallas, TX	14,342	100.00	0.00
	SNC 5	North Platte, NE	8,561	100.00	0.00
	SNC 7	Salt Lake City, UT	31,462	100.00	0.00
West	SNC 3	Gilber, AZ	31,104	100.00	0.00
	SNC 4	Los Angeles, CA	32,473	100.00	0.00
	SNC 6	Seattle, WA	46,295	100.00	0.00
	SNC 8	Palo Alto, CA	31,442	100.00	0.00

Daily Availability



User Count	Availability	HW/SW Events	Weather Events
226867	99.99	0.01	0.00

Count Taken Last Day of Month
Excludes XCI

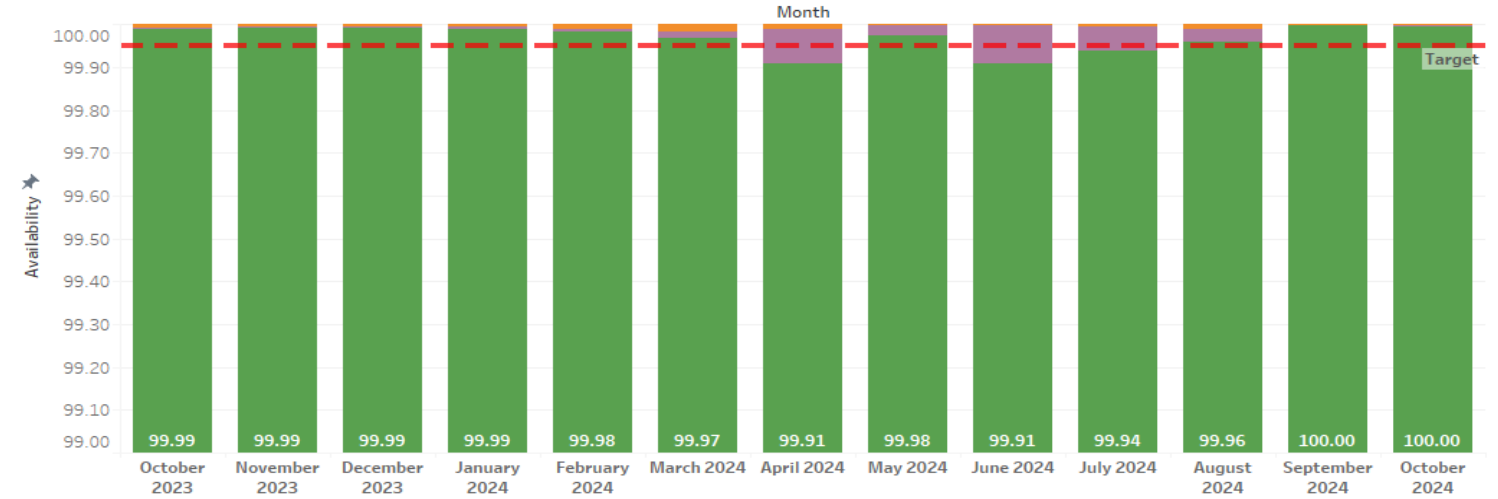
Colombia - Availability by Transport – T19V/63W (Octubre)

T19V Availability - October 2024

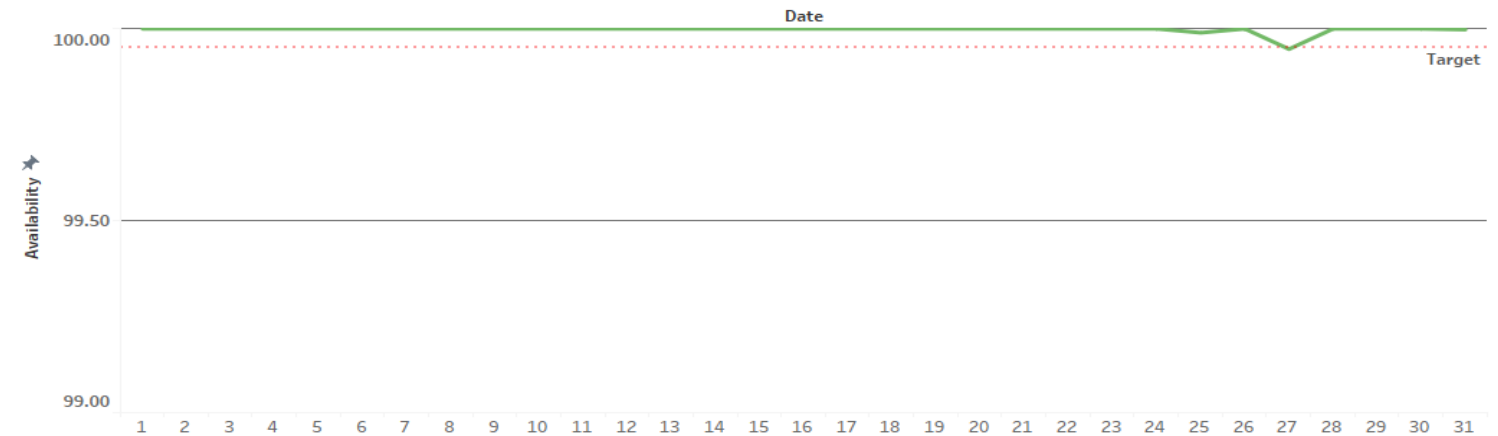
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	29,055	100.00	0.01	0.00
2	SPO	Spokane, WA	8,084	100.00	0.00	0.00
3	NOR	North Platte, NE	9,102	100.00	0.00	0.00
4	ALB	Albuquerque, NM	10,948	100.00	0.00	0.00
5	RIV	Riverside, CA	11,375	100.00	0.00	0.00
6	MON	Monee, IL	5,459	99.99	0.00	0.01
7	ARI	Arica, Chile	8,767	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	3,085	100.00	0.00	0.00

Availability Over Time



Daily Availability



User Count	Availability	HW/SW Events	Weather Events
85,875	100.00	0.00	0.00

User Count is 5 Week Average

Colombia - Availability by Transport – Jupiter J2 (Noviembre)

Jupiter 2 Availability - November 2024

Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	19,801	100.00	0.00	0.00
2	AMA	Amarillo, TX	18,906	100.00	0.00	0.00
3	BIL	Billings, MT	17,791	100.00	0.00	0.00
4	BIS	Bismarck, ND	14,263	100.00	0.00	0.00
5	BOI	Boise, ID	16,612	99.39	0.61	0.00
6	CHY	Cheyenne, WY	18,811	100.00	0.00	0.00
7	DUL	Duluth, MN	17,566	100.00	0.00	0.00
8	GIL	Gilbert, AZ	24,362	100.00	0.00	0.00
9	ROS	Roseburg, OR	16,765	100.00	0.00	0.00
10	MIS	Missoula, MT	14,395	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	19,117	100.00	0.00	0.00
12	NOR	North Platte, NE	15,073	100.00	0.00	0.00
13	OMA	Omaha, NE	12,339	100.00	0.00	0.00
14	SDO	San Diego, CA	20,704	100.00	0.00	0.00
15	SEA	Seattle, WA	16,650	100.00	0.00	0.00
16	STC	Santa Clara, CA	17,917	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	15,473	99.84	0.16	0.00
20	CHI	Chihuahua, Mexico	4,072	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,686	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,239	99.64	0.36	0.00
24	CHA	Chihuahua, Mexico	5,332	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,684	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	4,554	100.00	0.00	0.00

Main Issues Impacting Service

Date	Case	Time	Sites	GW	Explanation
11/6	162277465	165	15132	BOI	During a scheduled vendor (Tonaquint) power maintenance, the gateway lost partial power due to incorrect cabling of power feeds.
11/11	162494466	75	28851	BOI;SLC	A backbone data path failed. When traffic moved to alternate route, internet return traffic for the SLC and BOI customers had an impact due to an upstream peering issue on one Cheyenne WY circuit. Teams manually moved traffic to redundant internet path in CHY to restore service.
11/13	162388266	390	2081	MTR	Following a scheduled Telecom Vera Jovian upgrade (162268213), a configuration problem was identified and corrected.

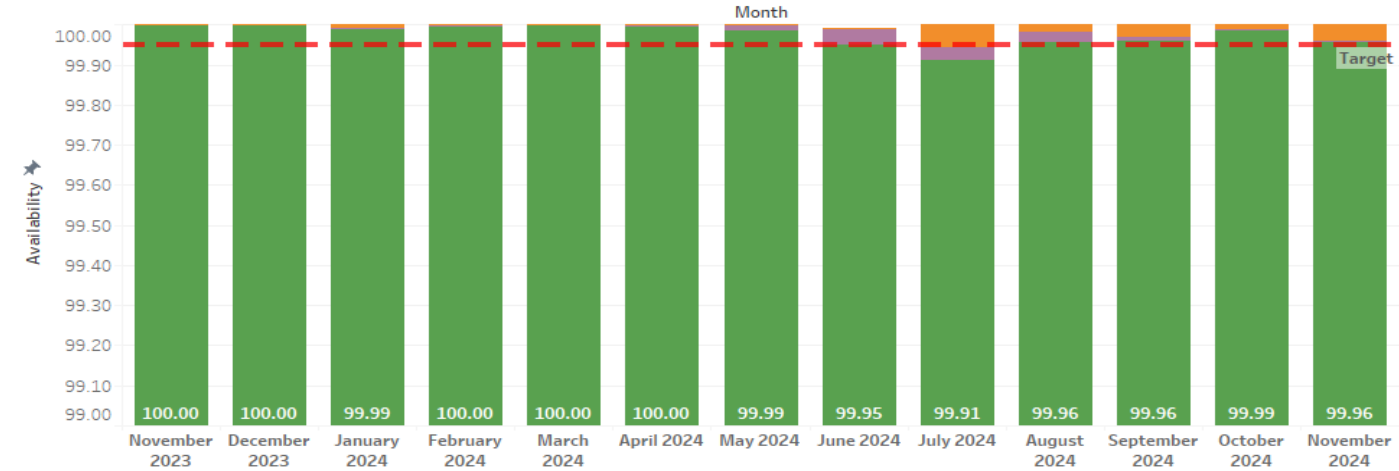
User Count	Availability	HW/SW Events	Weather Events
326115	99.96	0.04	0.00

User Count is 5 Week Average

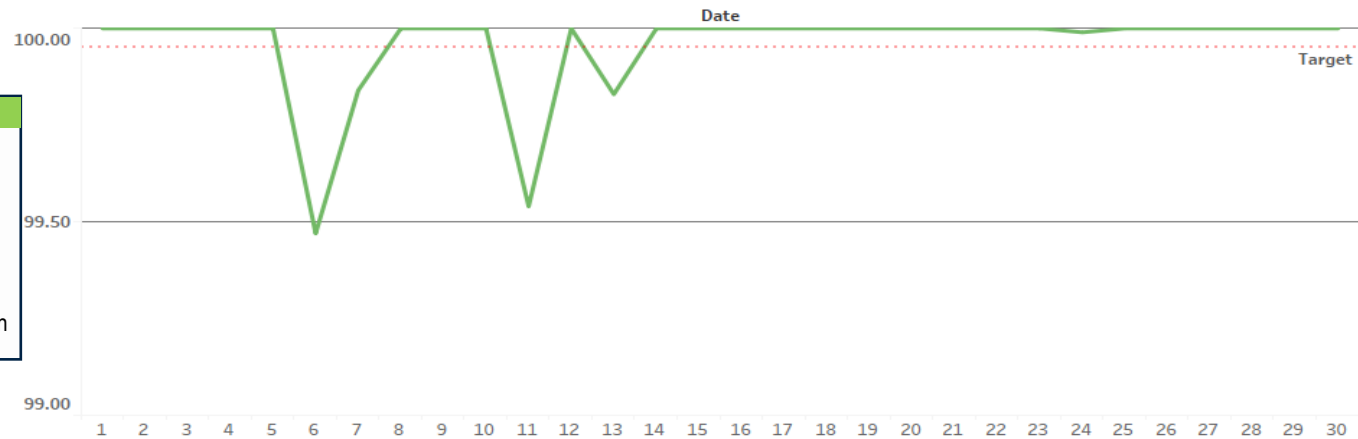
Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

Availability Over Time



Daily Availability



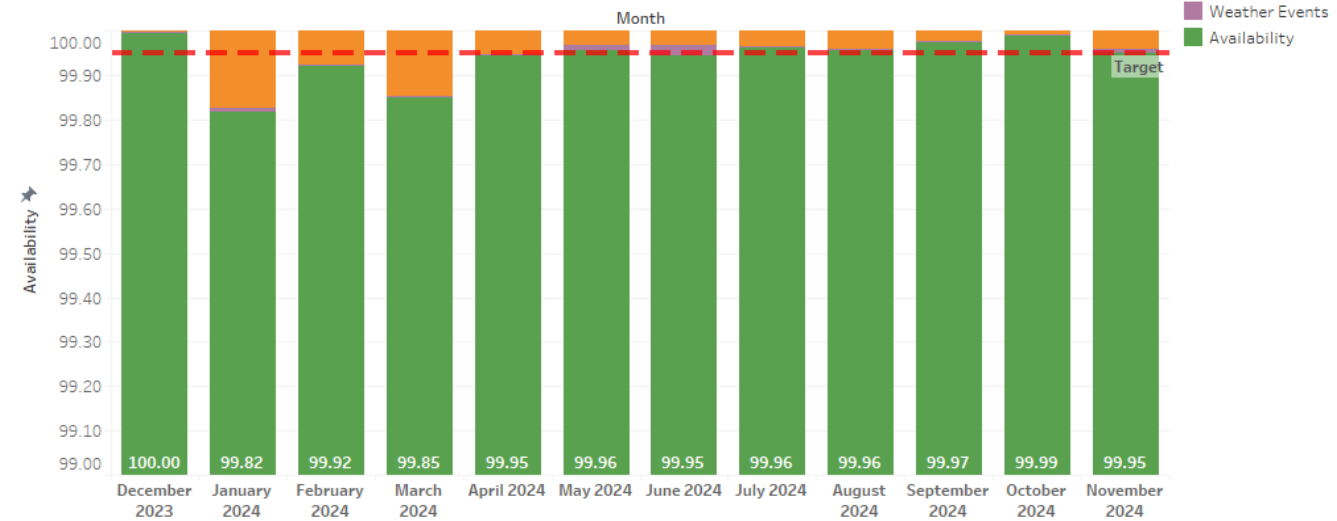
Colombia - Availability by Transport – J3 (Noviembre)

Jupiter 3 Availability - November 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,097	100.00	0.00	0.00
2	CHY	Cheyenne, WY	10,655	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	9,745	100.00	0.00	0.00
4	LIN	Lindon, UT	14,338	99.85	0.15	0.00
5	MIS	Missoula, MT	9,241	100.00	0.00	0.00
6	NOR	North Platte, NE	9,417	100.00	0.00	0.00
7	RAP	Rapid City, SD	10,668	100.00	0.00	0.00
8	RIF	Rifle, CO	8,349	100.00	0.00	0.00
9	TAO	Taos, NM	15,334	100.00	0.00	0.00
11	FLG	Flagstaff, AZ	13,386	100.00	0.00	0.00
12	BEN	Bend, OR	16,466	100.00	0.00	0.00
13	BOI	Boise, ID	16,839	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	16,170	100.00	0.00	0.00
15	QUN	Quincy, WA	15,216	99.89	0.00	0.11
16	RNO	Reno, NV	17,182	100.00	0.00	0.00
17	SIM	Simi Valley, CA	17,657	100.00	0.00	0.00
18	STC	Santa Clara, CA	15,500	100.00	0.00	0.00
19	YUM	Yuma, AZ	18,978	99.86	0.14	0.00

Availability Over Time



SNC Availability

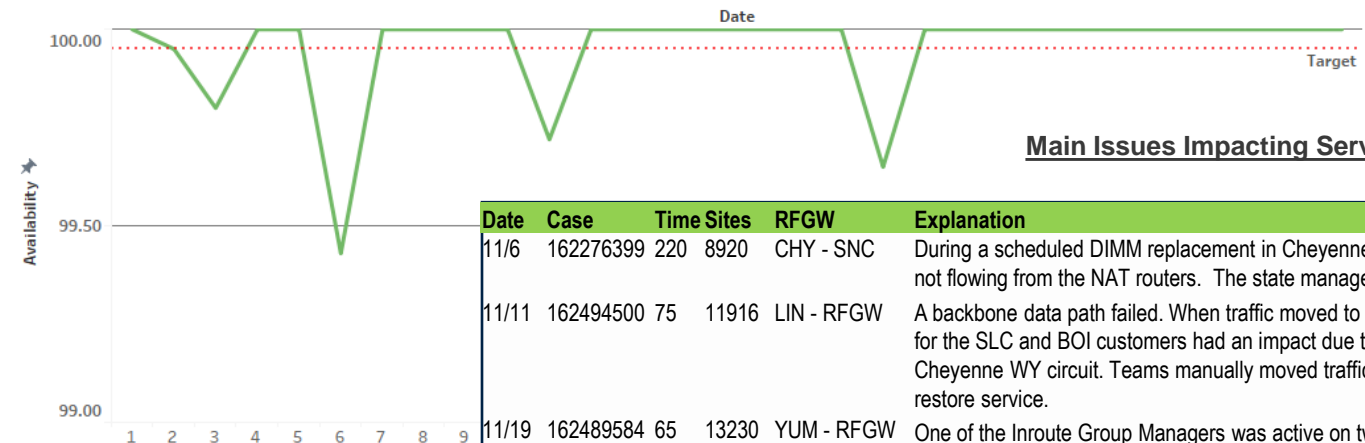
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	32,769	99.86	0.14
	SNC 2	Dallas, TX	15,334	100.00	0.00
	SNC 5	North Platte, NE	9,417	100.00	0.00
	SNC 7	Salt Lake City, UT	33,324	100.00	0.00
West	SNC 3	Gilber, AZ	32,364	100.00	0.00
	SNC 4	Los Angeles, CA	33,827	100.00	0.00
	SNC 6	Seattle, WA	48,521	100.00	0.00
	SNC 8	Palo Alto, CA	32,682	100.00	0.00

Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
238238	99.95	0.04	0.01

Count Taken Last Day of Month
Excludes XCI

Daily Availability



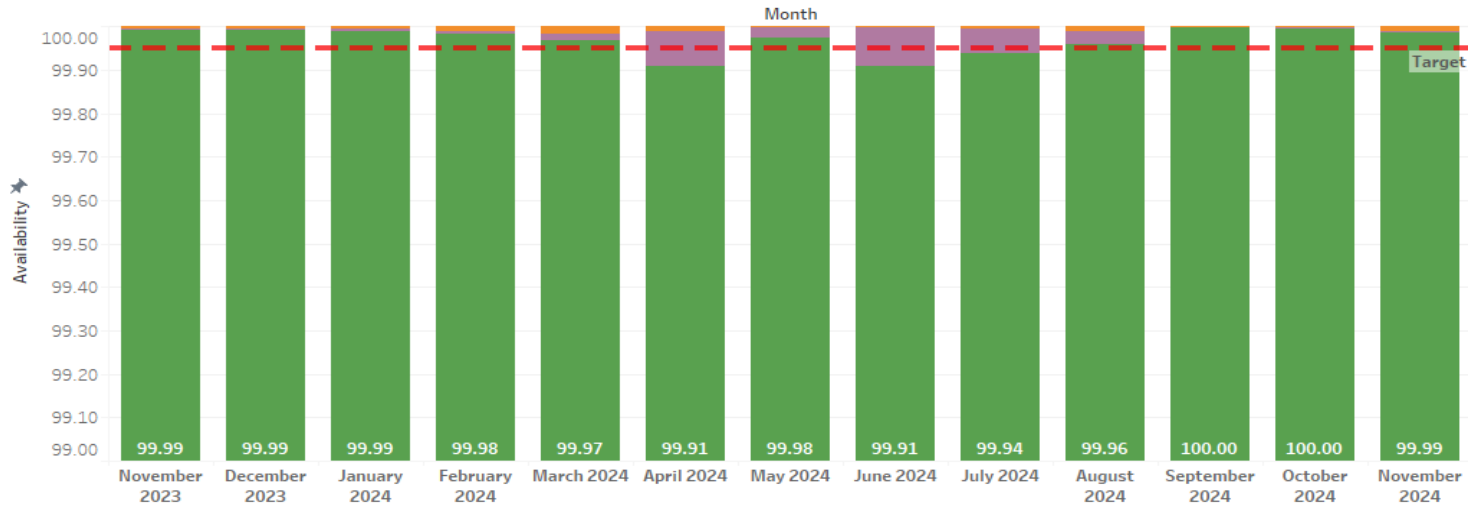
Availability by Transport – T19V (Noviembre)

T19V Availability - November 2024

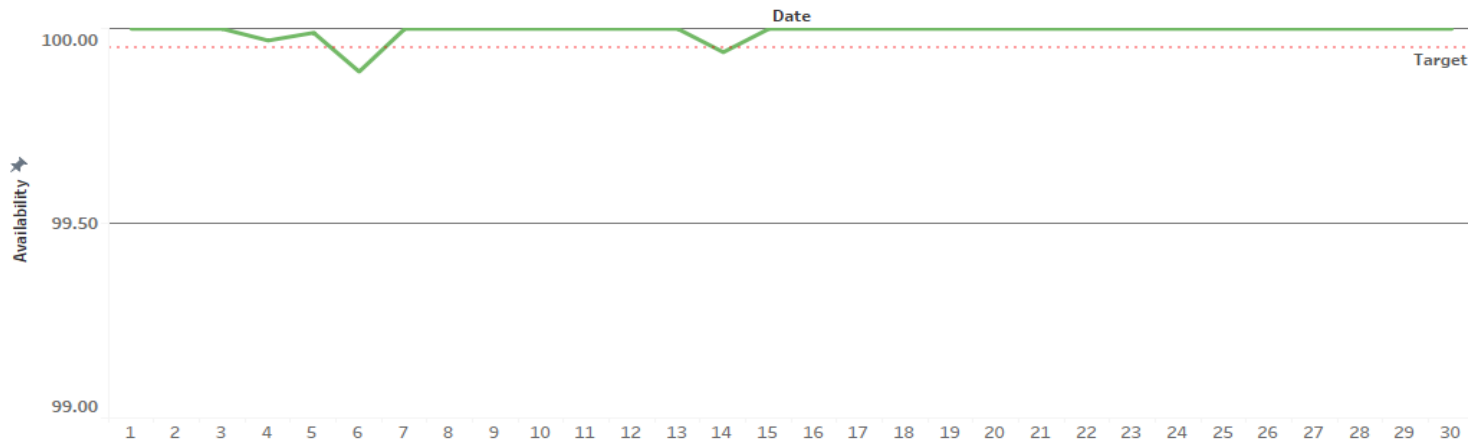
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	28,715	100.00	0.00	0.00
2	SPO	Spokane, WA	7,793	99.99	0.00	0.01
3	NOR	North Platte, NE	8,873	100.00	0.00	0.00
4	ALB	Albuquerque, NM	10,777	99.98	0.02	0.00
5	RIV	Riverside, CA	11,095	100.00	0.00	0.00
6	MON	Monee, IL	5,268	99.99	0.00	0.01
7	ARI	Arica, Chile	8,716	99.97	0.03	0.00
9	MTJ	Mount Jackson, VA	3,007	100.00	0.00	0.00

Availability Over Time



Daily Availability



Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
84,245	99.99	0.01	0.00

User Count is 5 Week Average

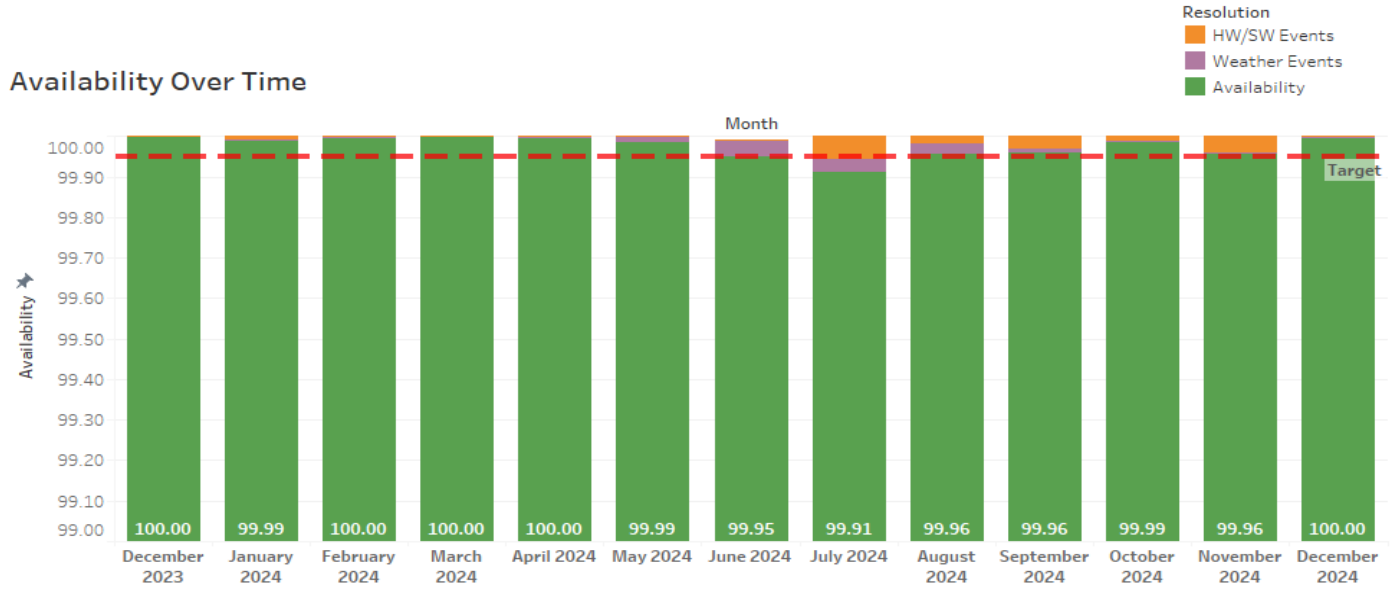
Availability by Transport – Jupiter 2 (Diciembre)

Jupiter 2 Availability - December 2024

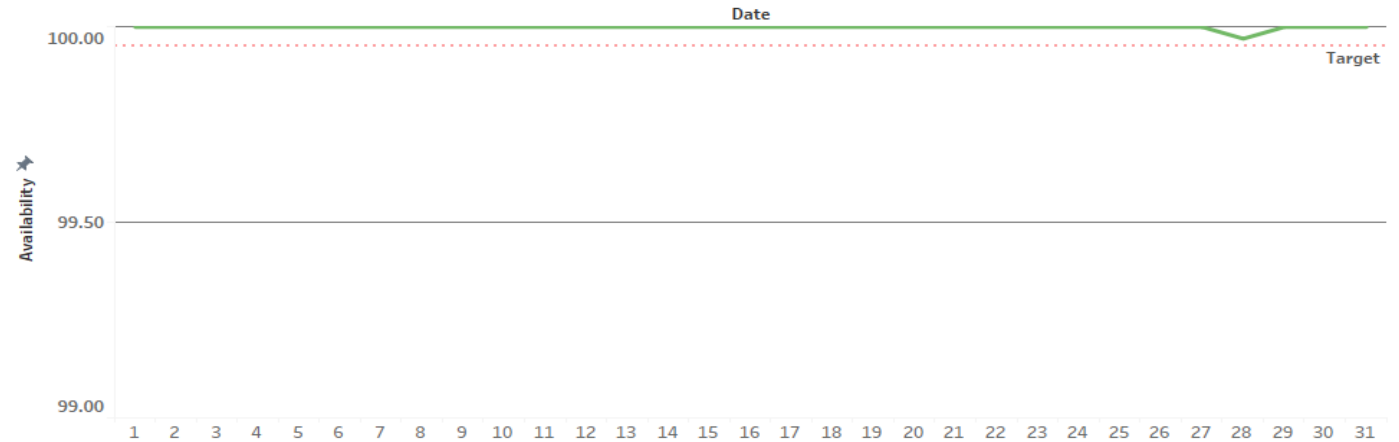
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	ALB	Albuquerque, NM	19,175	100.00	0.00	0.00
2	AMA	Amarillo, TX	18,248	100.00	0.00	0.00
3	BIL	Billings, MT	17,286	100.00	0.00	0.00
4	BIS	Bismarck, ND	13,687	100.00	0.00	0.00
5	BOI	Boise, ID	15,992	100.00	0.00	0.00
6	CHY	Cheyenne, WY	18,132	100.00	0.00	0.00
7	DUL	Duluth, MN	16,985	100.00	0.00	0.00
8	GIL	Gilbert, AZ	23,536	100.00	0.00	0.00
9	ROS	Roseburg, OR	16,250	100.00	0.00	0.00
10	MIS	Missoula, MT	13,879	100.00	0.00	0.00
11	NLV	North Las Vegas, NV	18,316	99.98	0.02	0.00
12	NOR	North Platte, NE	14,478	100.00	0.00	0.00
13	OMA	Omaha, NE	12,036	100.00	0.00	0.00
14	SDO	San Diego, CA	19,988	100.00	0.00	0.00
15	SEA	Seattle, WA	16,140	100.00	0.00	0.00
16	STC	Santa Clara, CA	17,233	100.00	0.00	0.00
17	SLC	Salt Lake City, UT	14,878	100.00	0.00	0.00
20	CHI	Chihuahua, Mexico	4,064	100.00	0.00	0.00
21	HMO	Hermosillo, Mexico	5,675	100.00	0.00	0.00
22	MTR	Monterrey, Mexico	5,239	100.00	0.00	0.00
24	CHA	Chihuahua, Mexico	5,081	100.00	0.00	0.00
25	HMA	Hermosillo, Mexico	4,468	100.00	0.00	0.00
26	MTA	Monterrey, Mexico	4,325	100.00	0.00	0.00

Availability Over Time



Daily Availability



Availability = $\frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$

User Count	Availability	HW/SW Events	Weather Events
315090	100.00	0.00	0.00

User Count is 5 Week Average

Excludes XCI

GWID 20,21,22=Telecom Vera, GWID 24,25,26=Mexico Consumer

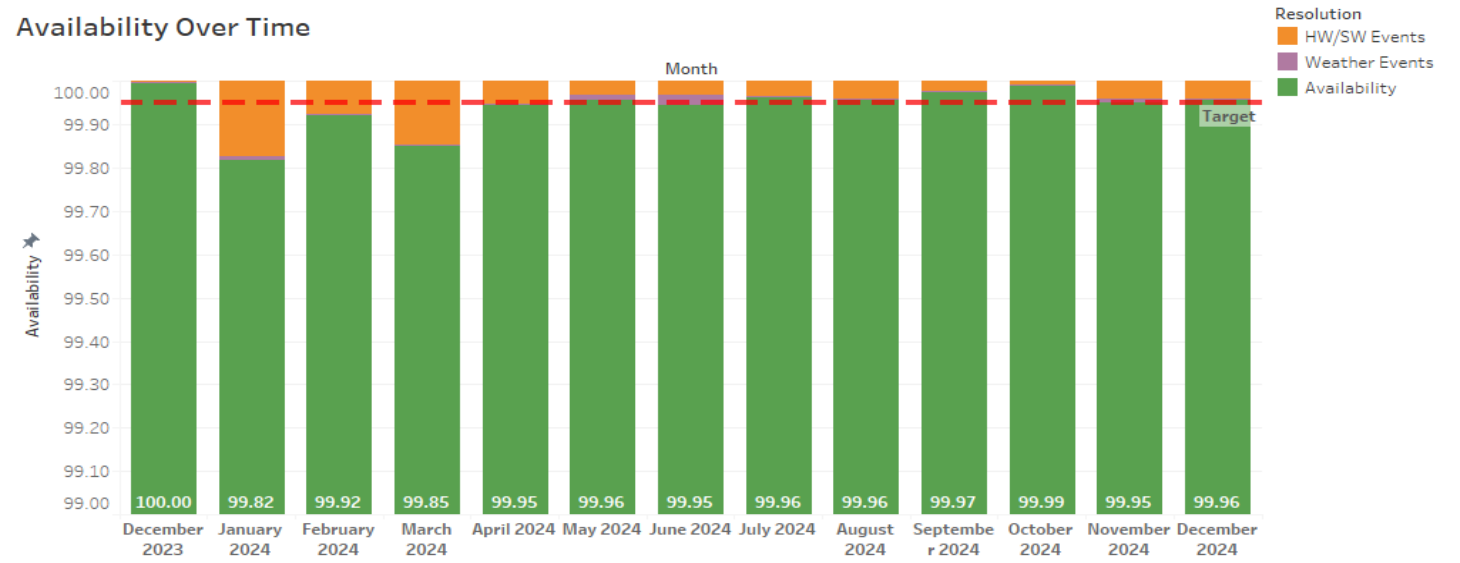
Availability by Transport – Jupiter 3 (Diciembre)

Jupiter 3 Availability - December 2024

Gateway Availability

GW..	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	BIL	Billings, MT	3,234	100.00	0.00	0.00
2	CHY	Cheyenne, WY	11,006	100.00	0.00	0.00
3	IDF	Idaho Falls, ID	10,283	99.87	0.13	0.00
4	LIN	Lindon, UT	14,846	100.00	0.00	0.00
5	MIS	Missoula, MT	9,842	99.86	0.14	0.00
6	NOR	North Platte, NE	10,074	99.85	0.15	0.00
7	RAP	Rapid City, SD	10,953	100.00	0.00	0.00
8	RIF	Rifle, CO	8,927	99.99	0.01	0.00
9	TAO	Taos, NM	16,203	99.76	0.24	0.00
11	FLG	Flagstaff, AZ	13,853	100.00	0.00	0.00
12	BEN	Bend, OR	17,044	99.99	0.01	0.00
13	BOI	Boise, ID	17,327	100.00	0.00	0.00
14	NLV	North Las Vegas, NV	16,551	99.98	0.02	0.00
15	QUN	Quincy, WA	15,707	99.96	0.04	0.00
16	RNO	Reno, NV	17,586	99.96	0.04	0.00
17	SIM	Simi Valley, CA	18,295	100.00	0.00	0.00
18	STC	Santa Clara, CA	16,083	99.98	0.00	0.02
19	YUM	Yuma, AZ	19,594	100.00	0.00	0.00

Availability Over Time



SNC Availability

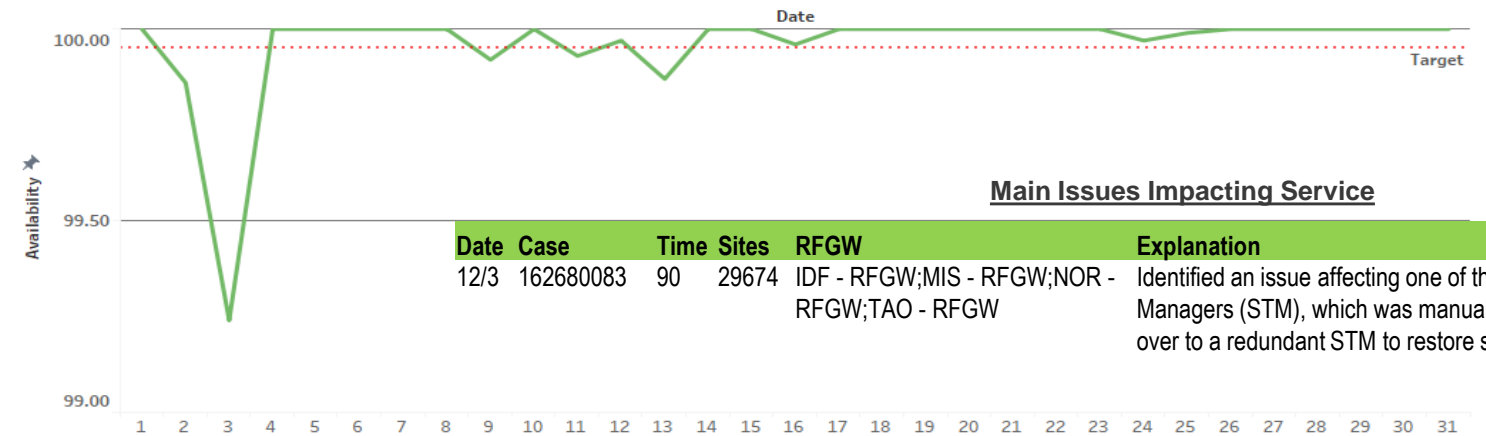
Diversity	SNC	SNC Location	User Count	Availability	HW/SW Events
East	SNC 1	Cheyenne, WY	34,120	100.00	0.00
	SNC 2	Dallas, TX	16,203	100.00	0.00
	SNC 5	North Platte, NE	10,074	100.00	0.00
	SNC 7	Salt Lake City, UT	34,971	100.00	0.00
West	SNC 3	Gilber, AZ	33,447	100.00	0.00
	SNC 4	Los Angeles, CA	34,846	100.00	0.00
	SNC 6	Seattle, WA	50,078	100.00	0.00
	SNC 8	Palo Alto, CA	33,669	100.00	0.00

Availability = $\frac{\text{(Total Outage Minutes)} \times \text{(Number Subs Impacted)}}{\text{(Total Subs on Platform)} \times \text{Total Possible Service Minutes per Sub}}$

User Count	Availability	HW/SW Events	Weather Events
247408	99.96	0.04	0.00

Count Taken Last Day of Month
Excludes XCI

Daily Availability



Main Issues Impacting Service

Date	Case	Time	Sites	RFGW	Explanation
12/3	162680083	90	29674	IDF - RFGW;MIS - RFGW;NOR - RFGW;TAO - RFGW	Identified an issue affecting one of the State Managers (STM), which was manually switched over to a redundant STM to restore service.

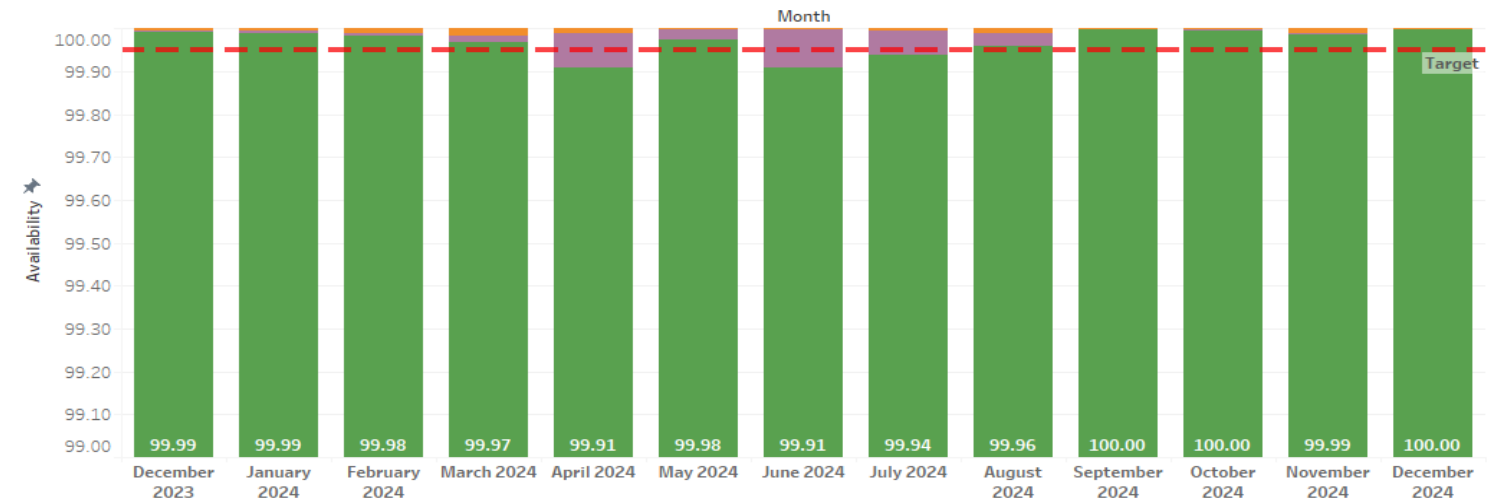
Availability by Transport – T19V (Diciembre)

T19V Availability - December 2024

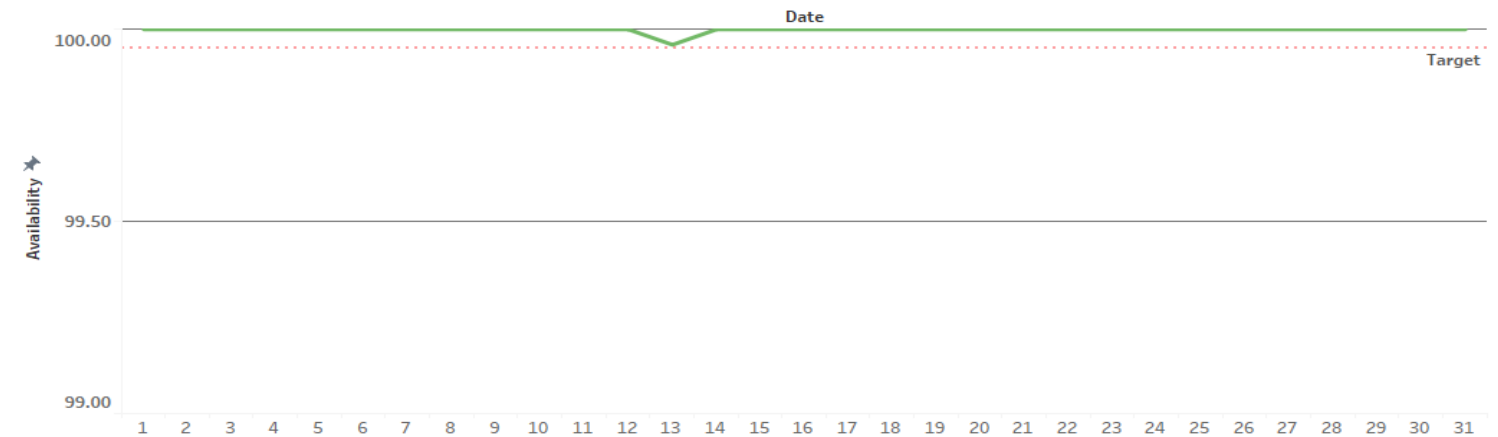
Gateway Availability

GWID	Gateway	GW Location	User Counts	Availability	HW/SW Events	Weather Events
1	JOA	Joao Pessoa, Brazil	28,505	100.00	0.00	0.00
2	SPO	Spokane, WA	7,463	99.99	0.00	0.01
3	NOR	North Platte, NE	8,590	100.00	0.00	0.00
4	ALB	Albuquerque, NM	10,491	100.00	0.00	0.00
5	RIV	Riverside, CA	10,804	100.00	0.00	0.00
6	MON	Monee, IL	5,006	100.00	0.00	0.00
7	ARI	Arica, Chile	8,587	100.00	0.00	0.00
9	MTJ	Mount Jackson, VA	2,934	100.00	0.00	0.00

Availability Over Time



Daily Availability



$$\text{Availability} = \frac{(\text{Total Outage Minutes}) \times (\text{Number Subs Impacted})}{(\text{Total Subs on Platform} \times \text{Total Possible Service Minutes per Sub})}$$

User Count	Availability	HW/SW Events	Weather Events
82,380	100.00	0.00	0.00

User Count is 5 Week Average